IC Ticket Report with Category Summary
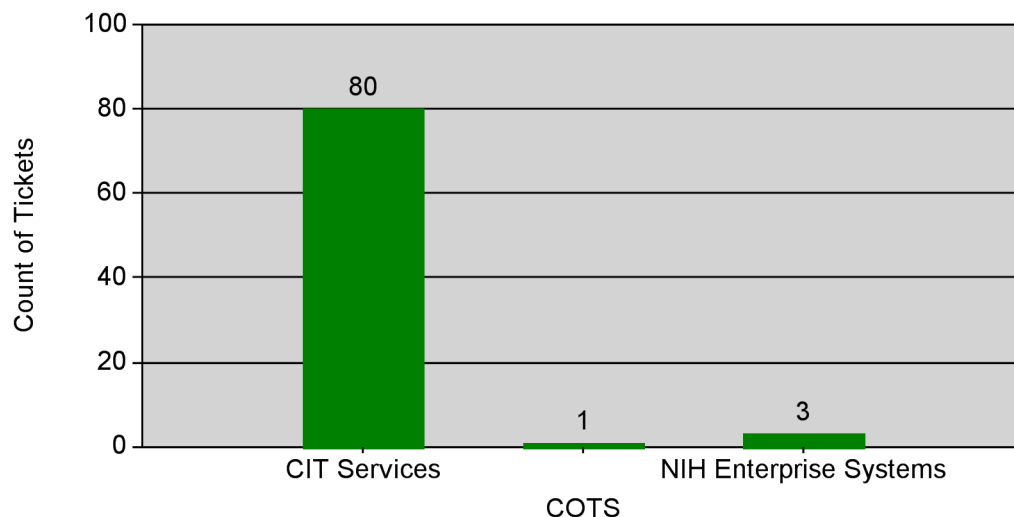
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

Anonymous		**84**
CIT Services		**80**
Accounts	2	
General Information	75	
Telecommunications	2	
Training	1	
COTS		**1**
Application Support	1	
NIH Enterprise Systems		**3**
ITAS	2	
NBS-User Call	1	

IC Ticket Report with Category Summary
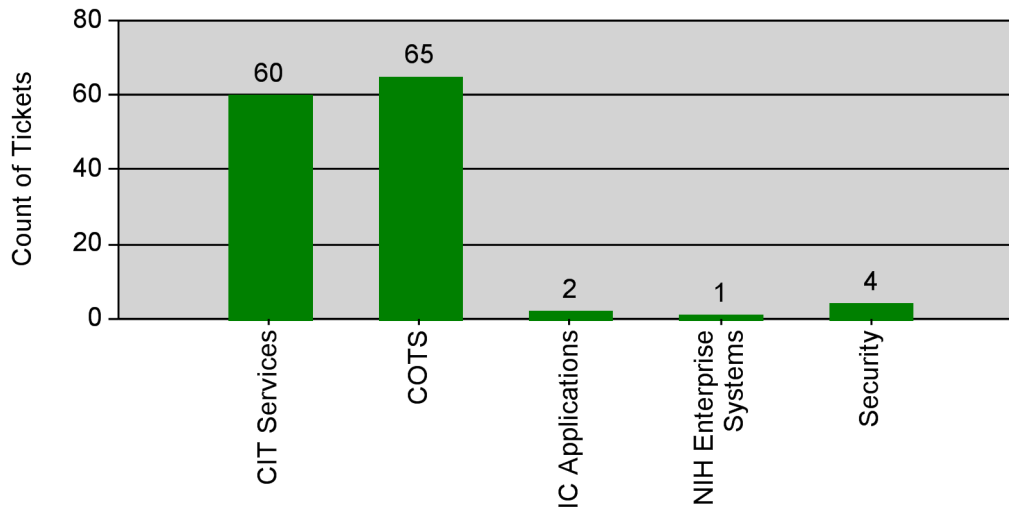
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

BCRS		132
CIT Services		**60**
Accounts	20	
Back Office Support	21	
Connectivity	4	
Email	7	
General Information	3	
OS/390	1	
Telecommunications	2	
Training	2	
COTS		**65**
Application Support	24	
Hardware	41	
IC Applications		**2**
CC Clinical Applications	1	
Web Site Issue (non-CIT)	1	

IC Ticket Report with Category Summary
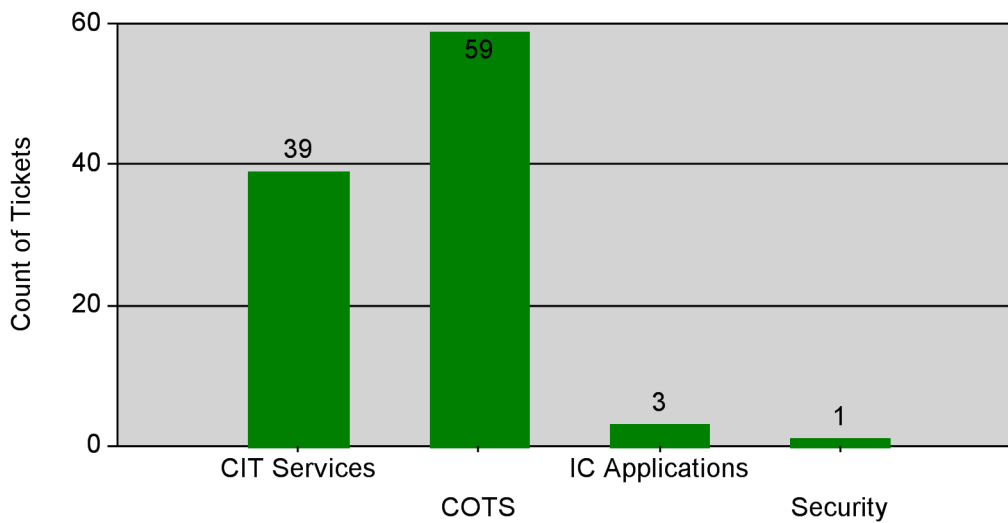
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems		1
NIH Services	1	
Security		**4**
Security	4	

Tickets By Category Summary

BHPR		**102**
CIT Services		**39**
Accounts	20	
Back Office Support	7	
Connectivity	1	
Email	4	
General Information	1	
Telecommunications	1	
Training	4	
Wireless Services	1	
COTS		**59**
Application Support	31	

IC Ticket Report with Category Summary
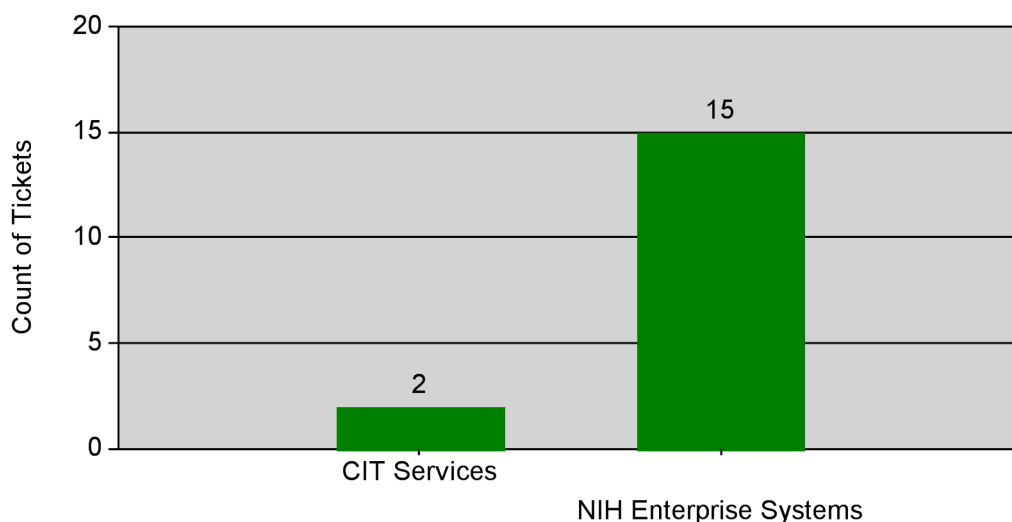
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	28
IC Applications	**3**
CC Technical Operations	1
Web Site Issue (non-CIT)	2
Security	**1**
Security	1

Tickets By Category Summary

CBER		**17**
CIT Services		**2**
Accounts	2	
NIH Enterprise Systems		**15**
ADB	1	
eRA-COMMONS	1	
ITAS	13	

IC Ticket Report with Category Summary
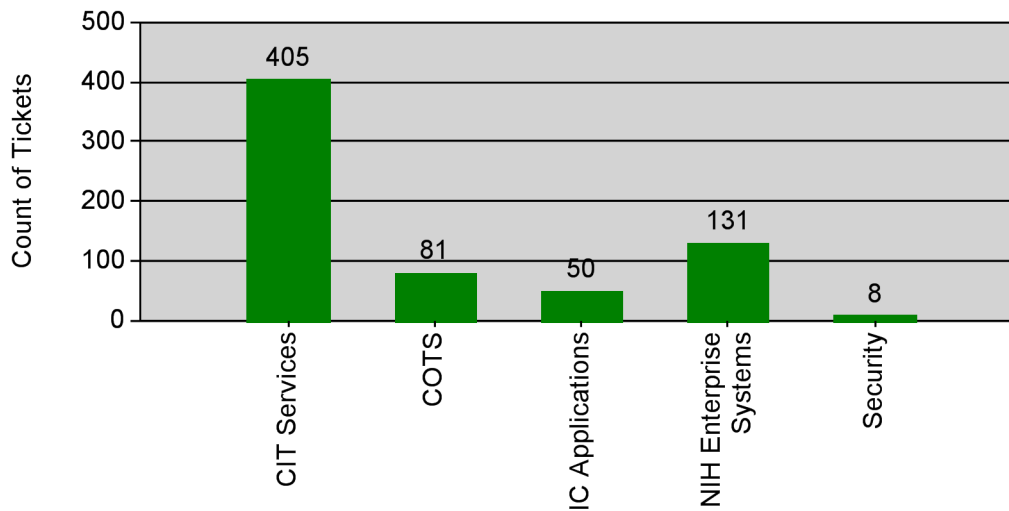
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

CC		675
CIT Services		**405**
Accounts	250	
Back Office Support	12	
CIT Categories Remedy	5	
Connectivity	9	
Email	30	
General Information	16	
NIHnet	13	
OS/390	1	
Telecommunications	24	
Training	6	
Video	3	
Wireless Services	36	
COTS		**81**
Application Support	46	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	35	
IC Applications		**50**
CC Clinical Applications	37	
CC Technical Operations	3	
Local LAN	5	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		**131**
ADB	14	
Capital HR Security	1	
eRA-COMMONS	3	
ITAS	19	
NBS-User Call	69	
NED	18	
NIH Data Warehouse	1	
NIH Services	2	
NVision	4	
Security		**8**
Security	8	

IC Ticket Report with Category Summary
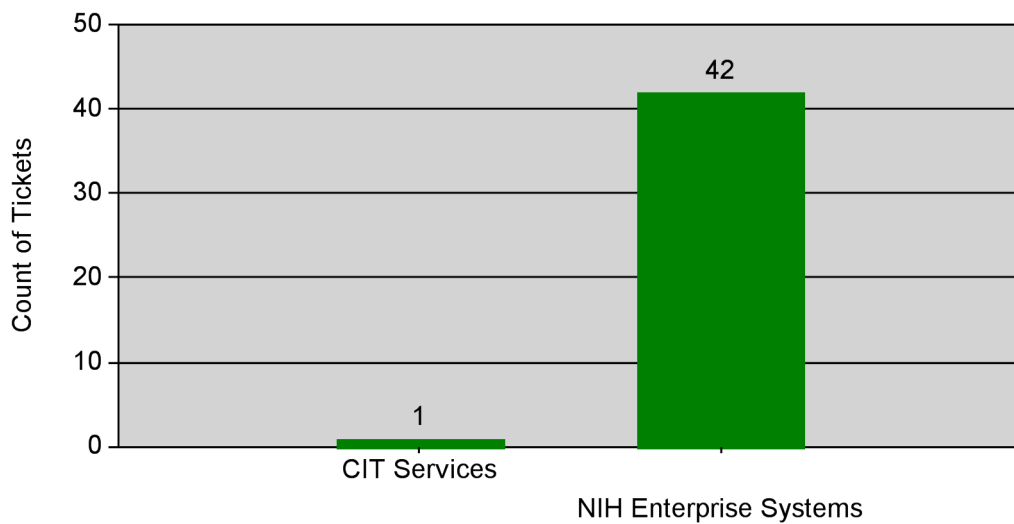
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

CDER		43
CIT Services		**1**
General Information	1	
NIH Enterprise Systems		**42**
ITAS	42	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

CDRH	22
CIT Services	**1**
General Information	1
NIH Enterprise Systems	**21**
ITAS	21

IC Ticket Report with Category Summary
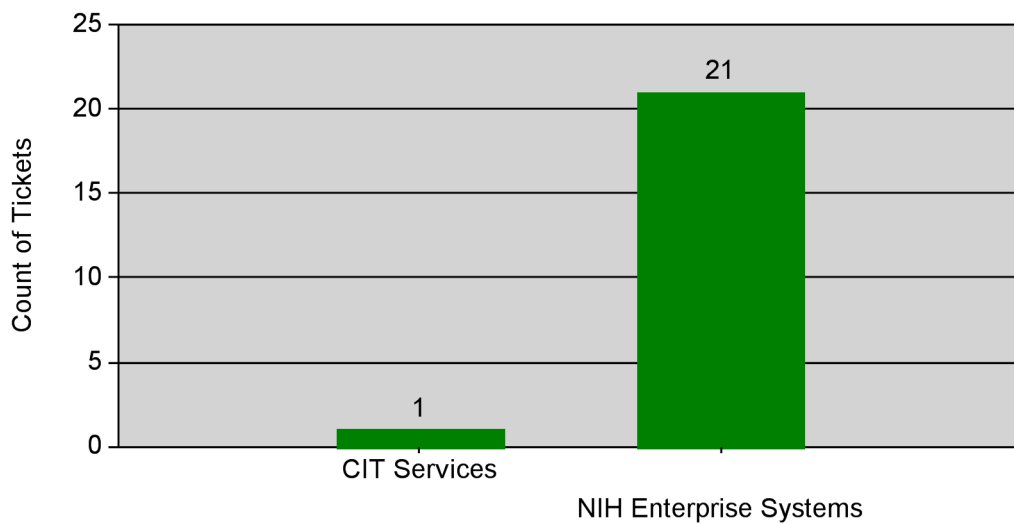
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

CFSAN	2
NIH Enterprise Systems	**2**
ITAS	2

IC Ticket Report with Category Summary
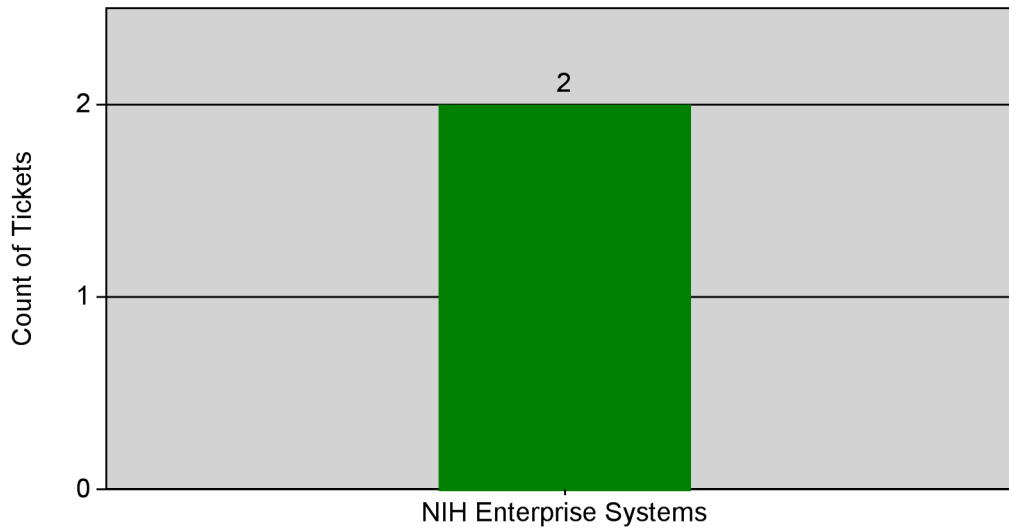
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

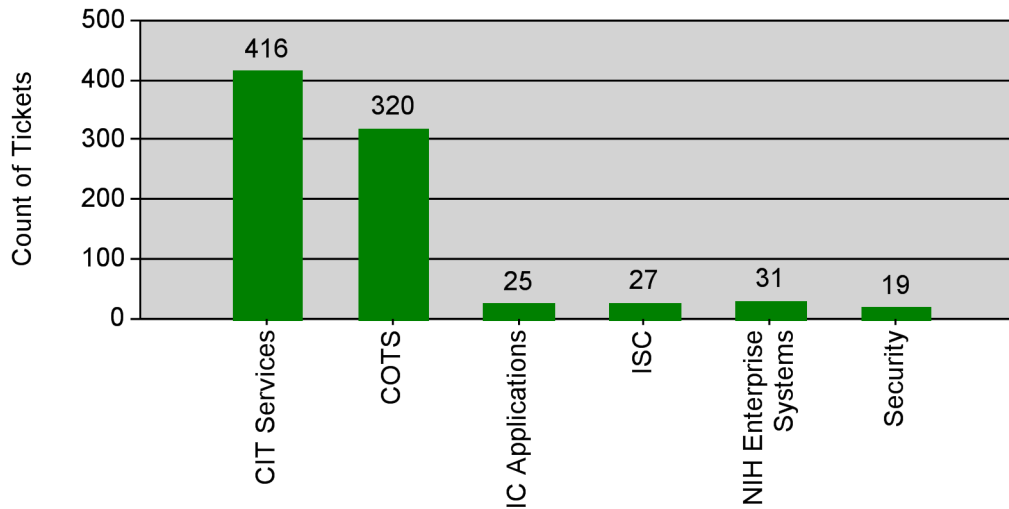| CIT	838
CIT Services	**416**
Accounts	192
Back Office Support	18
CIT Categories	3
CIT Categories Aspect	10
CIT Categories Knova	1
CIT Categories Remedy	18
Conference Room Support-Equipment Setup	2
Connectivity	33
Email	31
General Information	36
Helix Support	1
NIHnet	20
OS/390	3
Telecommunications	4

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Training	2	
Video	3	
Wireless Services	39	
COTS		**320**
Application Support	166	
Hardware	154	
IC Applications		**25**
CC Technical Operations	1	
Local LAN	11	
Web Site Issue (non-CIT)	13	
ISC		**27**
ISC	27	
NIH Enterprise Systems		**31**
ADB	1	
eRA-COMMONS	1	
eRA-Infrastructure	1	
ITAS	3	
NBS-User Call	15	
NED	7	
NIH Services	2	
NVision	1	
Security		**19**
Security	19	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

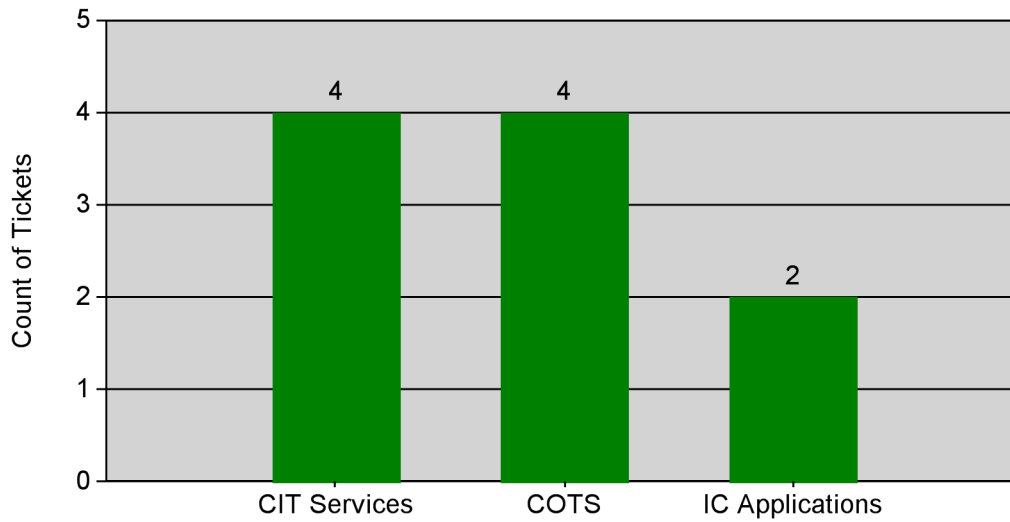| CQ		10
CIT Services		**4**
Accounts	1	
Back Office Support	1	
Wireless Services	2	
COTS		**4**
Hardware	4	
IC Applications		**2**
Local LAN	1	
Web Site Issue (non-CIT)	1	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

CSR		497
CIT Services		**307**
Accounts	84	
Back Office Support	26	
CIT Categories	1	
CIT Categories Remedy	3	
Conference Room Support-Equipment Setup	5	
Conference Room Support-Reserve	1	
Connectivity	15	
Email	28	
General Information	13	
NIHnet	2	
Telecommunications	5	
Video	3	
Wireless Services	121	
COTS		**108**
Application Support	44	

IC Ticket Report with Category Summary
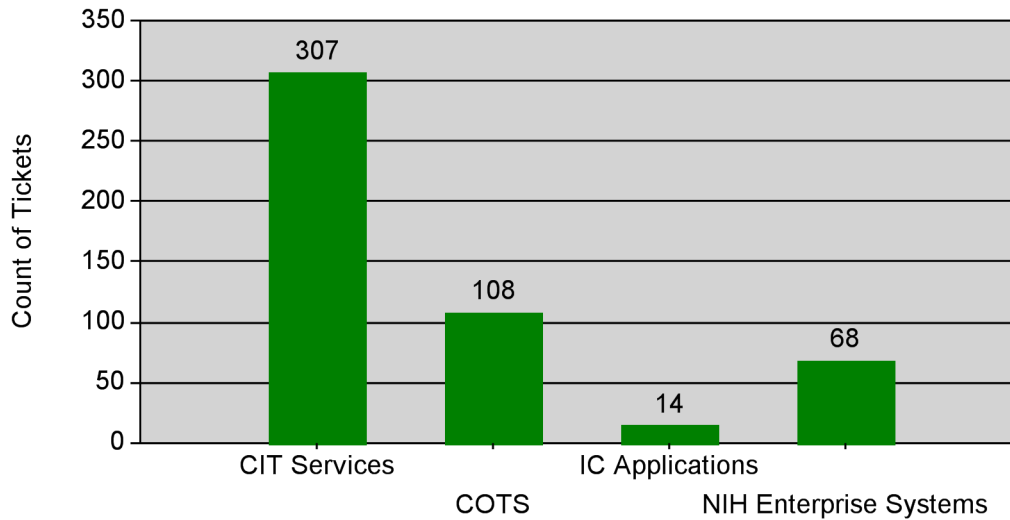
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	64	
IC Applications		**14**
Local LAN	6	
Web Site Issue (non-CIT)	8	
NIH Enterprise Systems		**68**
Capital HR Security	1	
eRA-COMMONS	4	
eRA-External	3	
eRA-IMPAC II	5	
eRA-Infrastructure	3	
eRA-Referral and Review	20	
eRA-Reporting	1	
eRA-Software BA	1	
ITAS	2	
NBS-User Call	22	
NIH Data Warehouse	1	
NIH Services	3	
NVision	2	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

CVM	3
NIH Enterprise Systems	**3**
ITAS	3

IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

FDA-OC		32
CIT Services		**2**
Accounts	1	
NIHnet	1	
COTS		**1**
Application Support	1	
NIH Enterprise Systems		**29**
ITAS	29	

IC Ticket Report with Category Summary
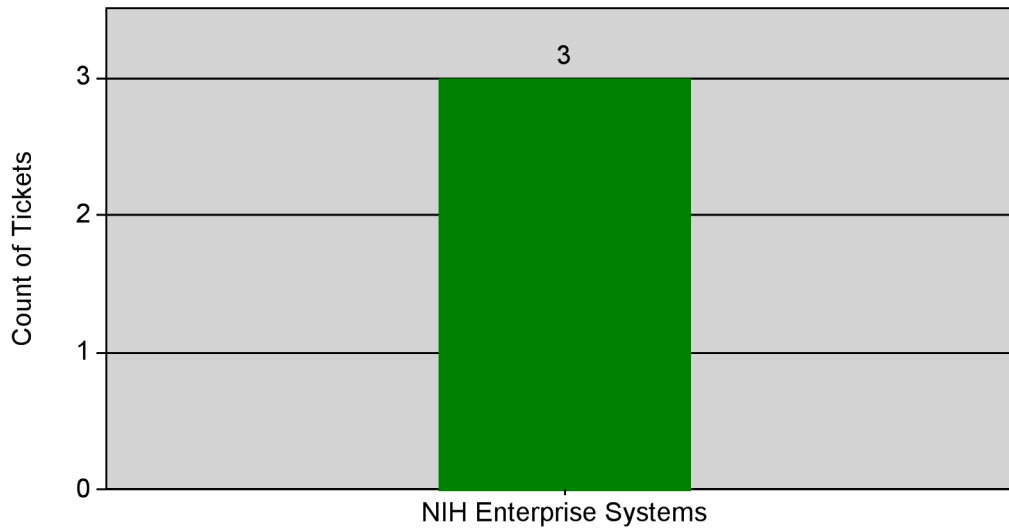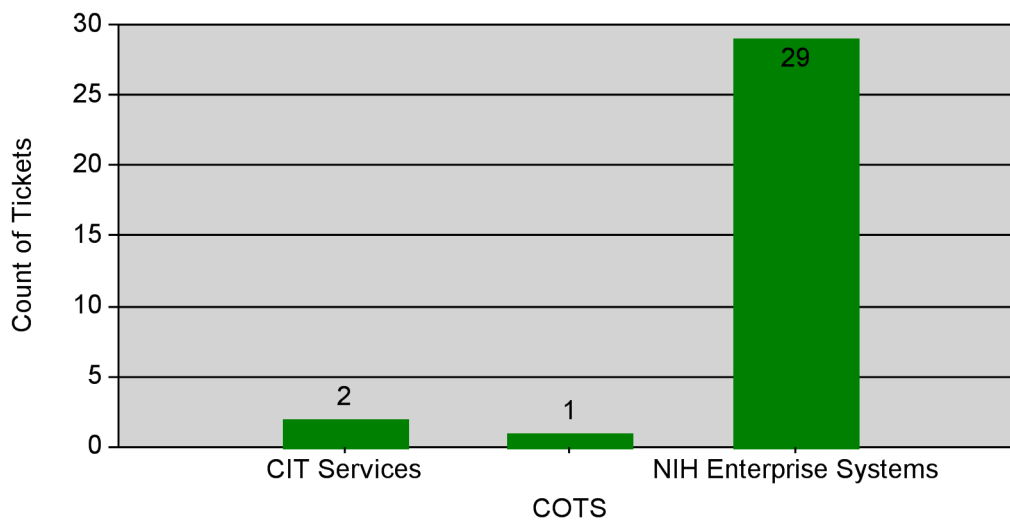
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

FIC		118
CIT Services		**57**
Accounts	24	
Back Office Support	8	
Conference Room Support-Equipment Setup	6	
Connectivity	3	
Email	7	
Telecommunications	2	
Training	1	
Video	1	
Wireless Services	5	
COTS		**34**
Application Support	17	
Hardware	17	
IC Applications		**4**
Local LAN	4	

IC Ticket Report with Category Summary
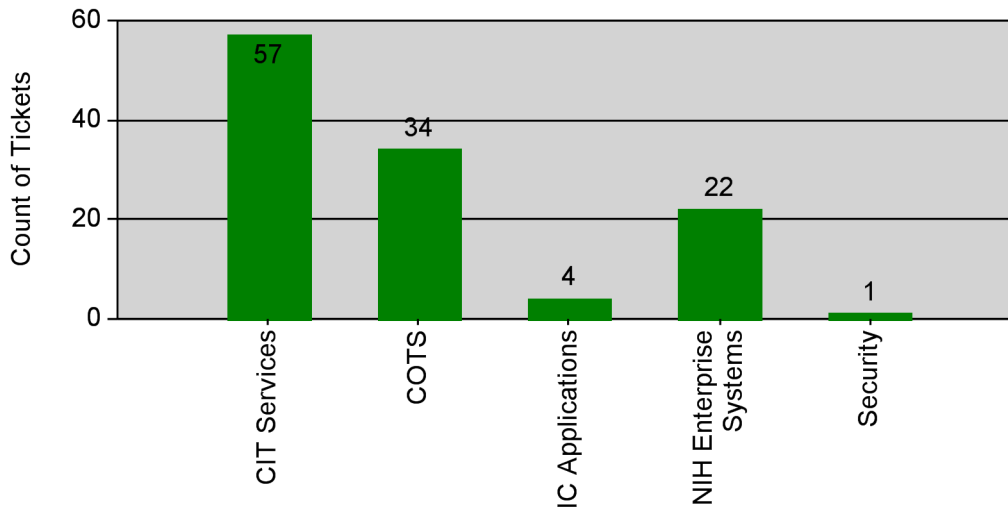
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems	22
eRA-Grants Management	1
eRA-IMPAC II	2
eRA-Referral and Review	1
NBS-User Call	16
NIH Services	2
Security	**1**
Security	1

Tickets By Category Summary

HHMI	1
COTS	**1**
Hardware	1

IC Ticket Report with Category Summary
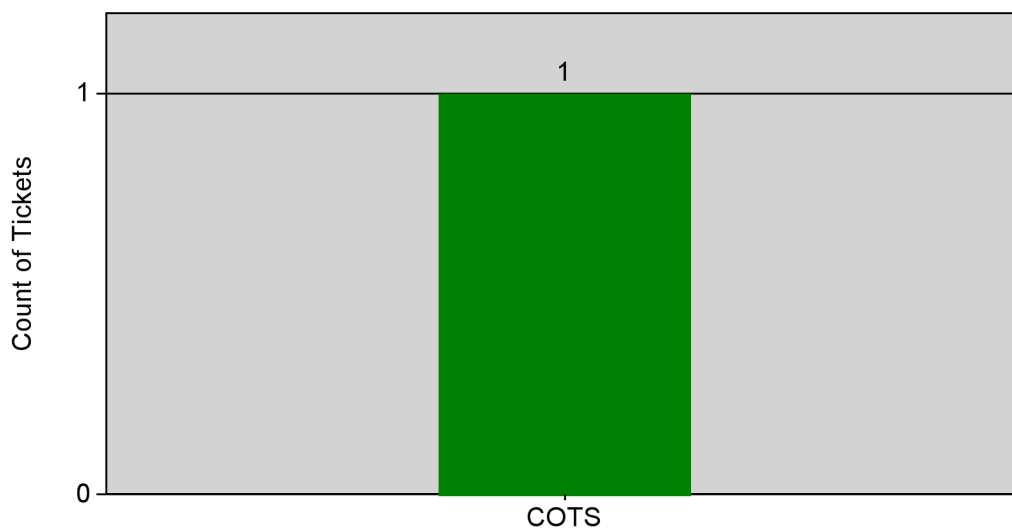
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

HHS	508
CIT Services	**218**
Accounts	87
Back Office Support	24
CIT Categories	4
Conference Room Support-Equipment Setup	2
Connectivity	22
Email	35
General Information	9
NIH Cabling Infrastructure-Cabling	1
NIHnet	1
OS/390	1
Telecommunications	4
Training	7
Video	3
Wireless Services	18

IC Ticket Report with Category Summary
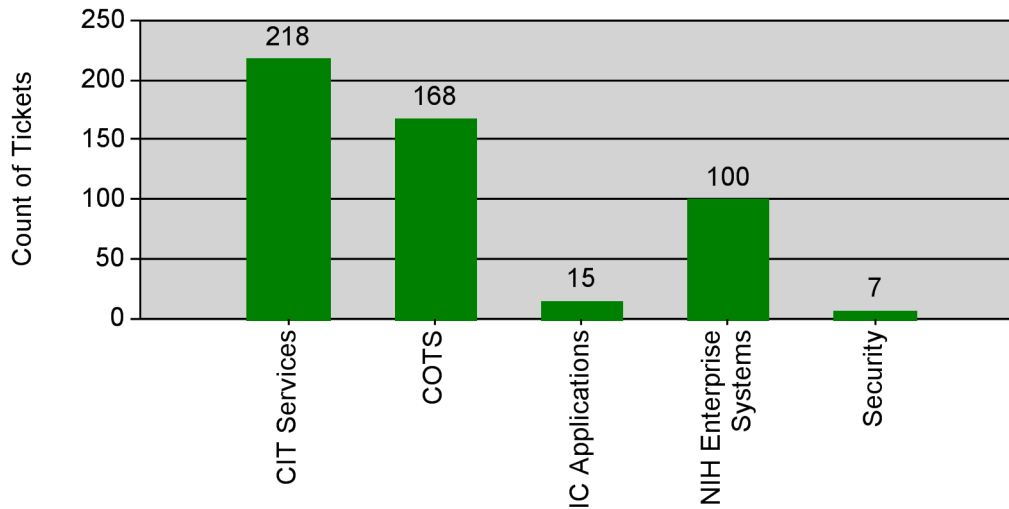
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

COTS		**168**
Application Support	81	
Hardware	87	
IC Applications		**15**
CC Technical Operations	2	
Local LAN	6	
Web Site Issue (non-CIT)	7	
NIH Enterprise Systems		**100**
ADB	6	
eRA-DB	4	
eRA-External	1	
eRA-Grants Management	15	
eRA-IMPAC II	50	
eRA-Infrastructure	4	
eRA-Referral and Review	1	
ITAS	11	
NBS-User Call	1	
NED	5	
NIH Services	2	
Security		**7**
Anti Virus SW	1	
Security	6	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

HRSA-OC		**24**
CIT Services		**15**
Accounts	9	
Back Office Support	3	
Connectivity	1	
Wireless Services	2	
COTS		**7**
Application Support	7	
IC Applications		**1**
CC Technical Operations	1	
NIH Enterprise Systems		**1**
ITAS	1	

IC Ticket Report with Category Summary
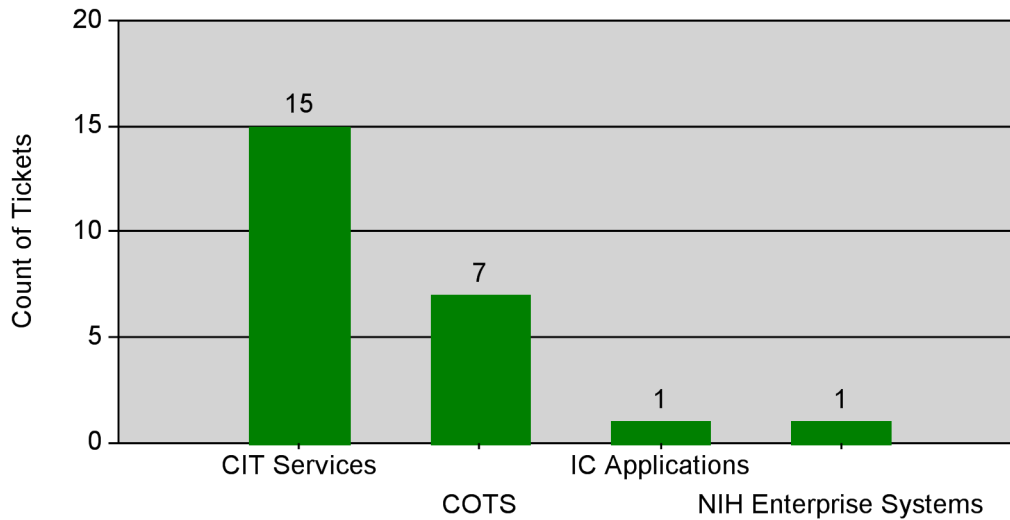
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

	Count of Tickets
CIT Services	25
COTS	28
IC Applications	2

HSB		**55**
CIT Services		**25**
Accounts	12	
Back Office Support	3	
Connectivity	1	
Email	4	
General Information	1	
Training	1	
Video	1	
Wireless Services	2	
COTS		**28**
Application Support	14	
Hardware	14	
IC Applications		**2**
Web Site Issue (non-CIT)	2	

IC Ticket Report with Category Summary
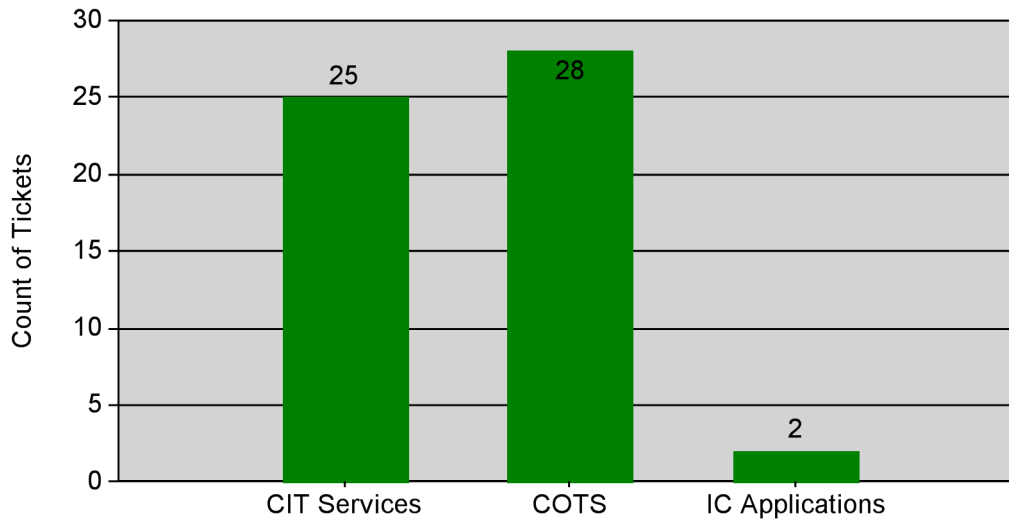
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

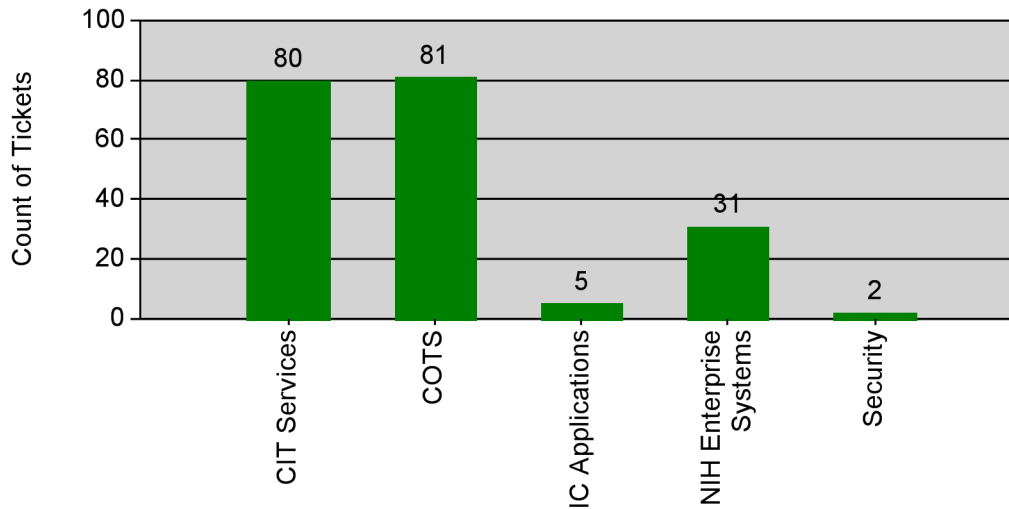| NCCAM		199
CIT Services		**80**
Accounts	30	
Back Office Support	14	
Conference Room Support-Equipment Setup	2	
Conference Room Support-Monitor Conference	1	
Connectivity	3	
Email	12	
Telecommunications	4	
Video	3	
Wireless Services	11	
COTS		**81**
Application Support	36	
Hardware	45	
IC Applications		**5**
Local LAN	4	

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	1
NIH Enterprise Systems	**31**
ADB	9
eRA-COMMONS	1
eRA-IMPAC II	4
eRA-Referral and Review	2
NBS-User Call	5
NED	6
NIH Data Warehouse	2
NIH Services	1
NVision	1
Security	**2**
Security	2

Tickets By Category Summary

Category	Count of Tickets
CC Clinical Applications-CRIS Core (SCM)	1
CIT Services	3024
COTS	2012
IC Applications	189
NIH Enterprise Systems	434
Security	78

NCI	**5738**
CC Clinical Applications-CRIS Core (SCM)	**1**
CC Clinical Applications-CRIS Core (SCM)	1

IC Ticket Report with Category Summary
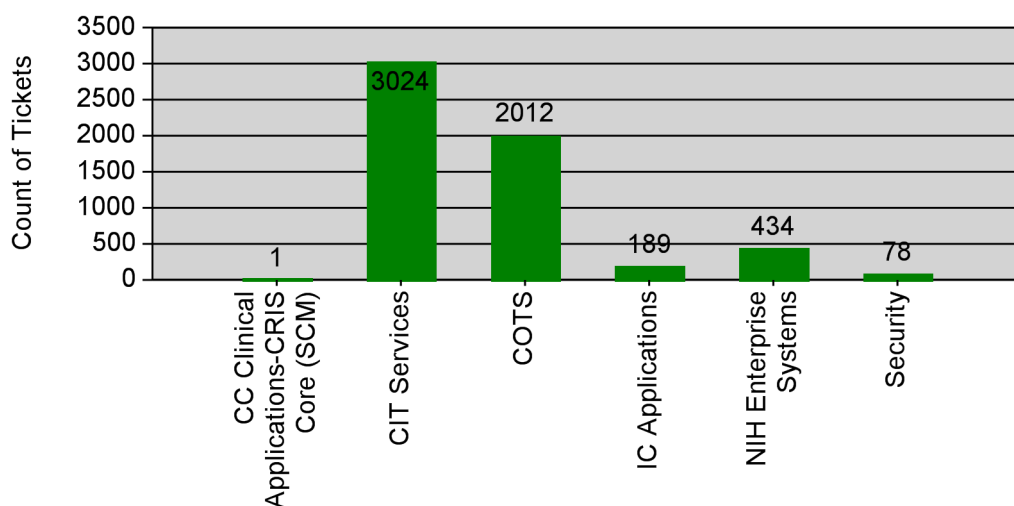
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

CIT Services	**3024**
Accounts	1558
ASR	1
Back Office Support	332
CIT Categories	11
CIT Categories Remedy	1
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	119
Conference Room Support-Monitor Conference	1
Conference Room Support-Reserve	3
Connectivity	131
Email	413
General Information	178
Hardware-Phones	1
Helix Support	5
NIH Cabling Infrastructure-IGDB Support	1
NIHnet	37
OS/390	7
Telecommunications	60
Training	8
Video	21
Wireless Services	135
COTS	**2012**
Application Support	845
Hardware	1167
IC Applications	**189**
CC Clinical Applications	21
CC Clinical Applications-ATV	3
CC Technical Operations	4

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

E-Grants	4	
Local LAN	135	
Web Site Issue (non-CIT)	22	
NIH Enterprise Systems		**434**
ADB	44	
Capital HR Func App Suppt	1	
Capital HR Non-App Specific	1	
Capital HR Security	5	
eRA-COMMONS	7	
eRA-DB	4	
eRA-External	3	
eRA-Grants Management	1	
eRA-IMPAC II	2	
eRA-Infrastructure	5	
eRA-Referral and Review	2	
ITAS	19	
NBS-User Call	219	
NED	86	
NIH Data Warehouse	16	
NIH Services	9	
NVision	10	
Security		**78**
Anti Virus SW	7	
Security	71	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NCMHD		28
CIT Services		**17**
Accounts	2	
Back Office Support	7	
CIT Categories	3	
Connectivity	1	
Email	2	
Telecommunications	1	
Video	1	
COTS		**7**
Application Support	1	
Hardware	6	
IC Applications		**1**
Local LAN	1	
NIH Enterprise Systems		**3**
eRA-Referral and Review	2	

IC Ticket Report with Category Summary
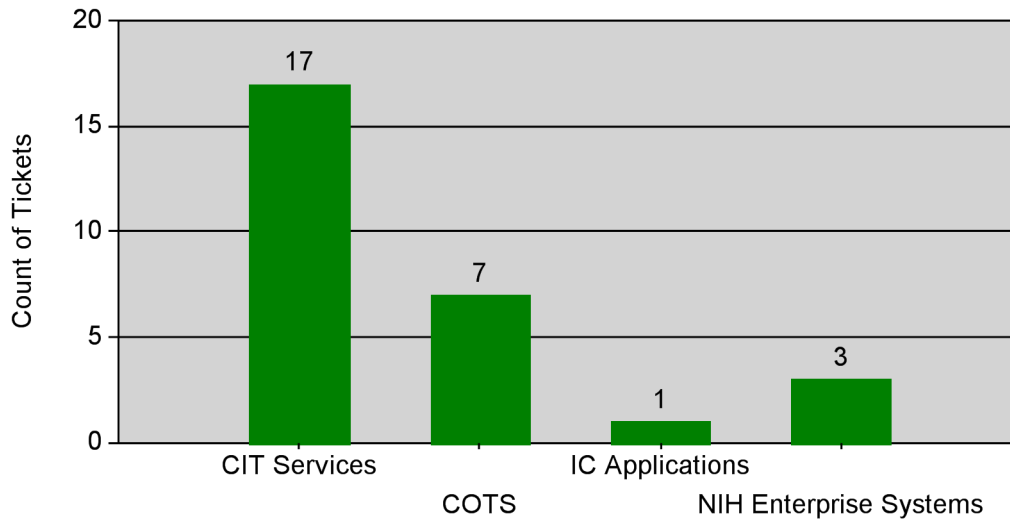
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NBS-User Call   1

Tickets By Category Summary

NCRR		233
CIT Services		**139**
Accounts	63	
Back Office Support	7	
CIT Categories	1	
Conference Room Support-Equipment Setup	3	
Connectivity	10	
Email	8	
General Information	7	
Telecommunications	2	
Video	4	
Wireless Services	34	
COTS		**62**
Application Support	33	
Hardware	29	

IC Ticket Report with Category Summary

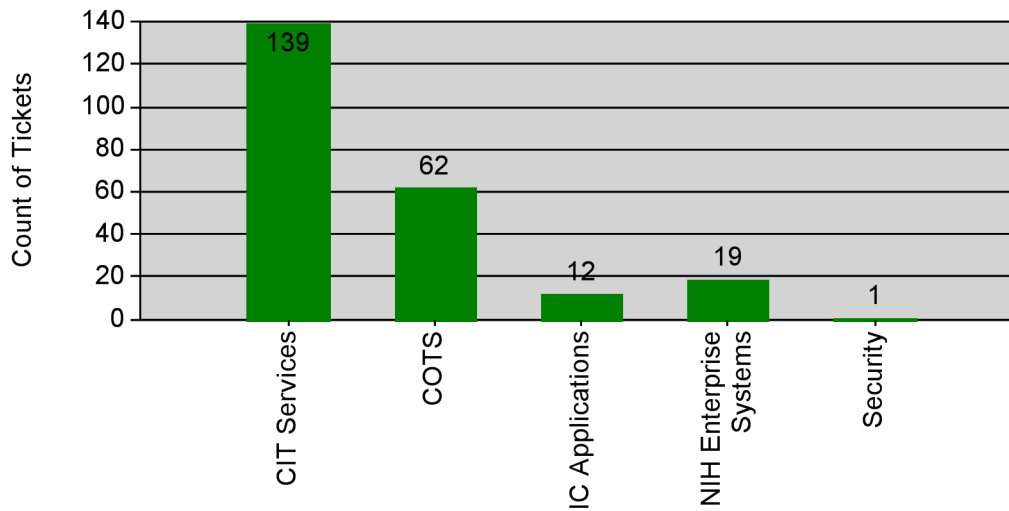For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

IC Applications	**12**
Local LAN	6
Web Site Issue (non-CIT)	6
NIH Enterprise Systems	**19**
ADB	1
eRA-Grants Management	5
eRA-IMPAC II	8
eRA-Referral and Review	1
NBS-User Call	2
NIH Services	2
Security	**1**
Security	1

Tickets By Category Summary

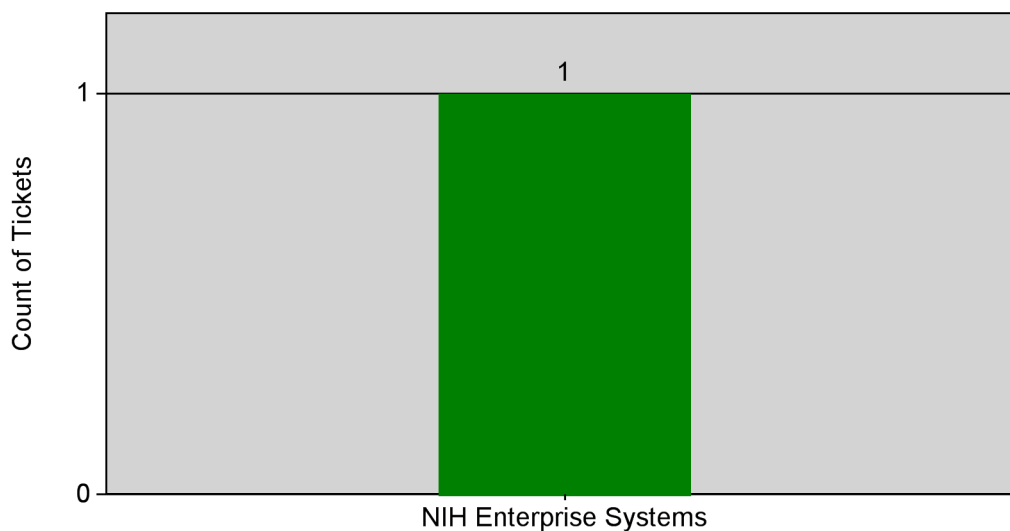|	
NCTR	**1**
NIH Enterprise Systems	**1**
ITAS	1

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

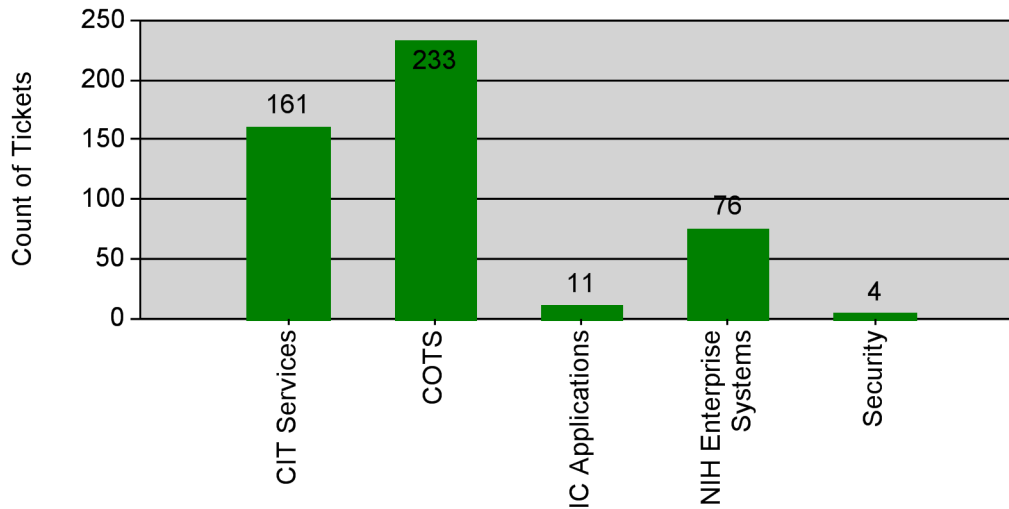| NEI		**485**
CIT Services		**161**
Accounts	72	
Back Office Support	23	
CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	2	
Connectivity	15	
Email	20	
General Information	8	
NIHnet	2	
Telecommunications	5	
Video	1	
Wireless Services	12	
COTS		**233**
Application Support	136	
Hardware	97	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

IC Applications		**11**
CC Clinical Applications	3	
Local LAN	7	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		**76**
ADB	2	
Capital HR Technical	1	
eRA-IMPAC II	1	
ITAS	3	
NBS-User Call	58	
NED	6	
NIH Data Warehouse	2	
NIH Services	2	
NVision	1	
Security		**4**
Security	4	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NHGRI		775
CIT Services		**325**
Accounts	141	
ASR	1	
Back Office Support	32	
CIT Categories	4	
CIT Categories Remedy	1	
CIT Categories-General Information	1	
Conference Room Support-Equipment Setup	2	
Connectivity	16	
Email	48	
General Information	21	
NIHnet	7	
OS/390	1	
Telecommunications	14	
Training	1	

IC Ticket Report with Category Summary
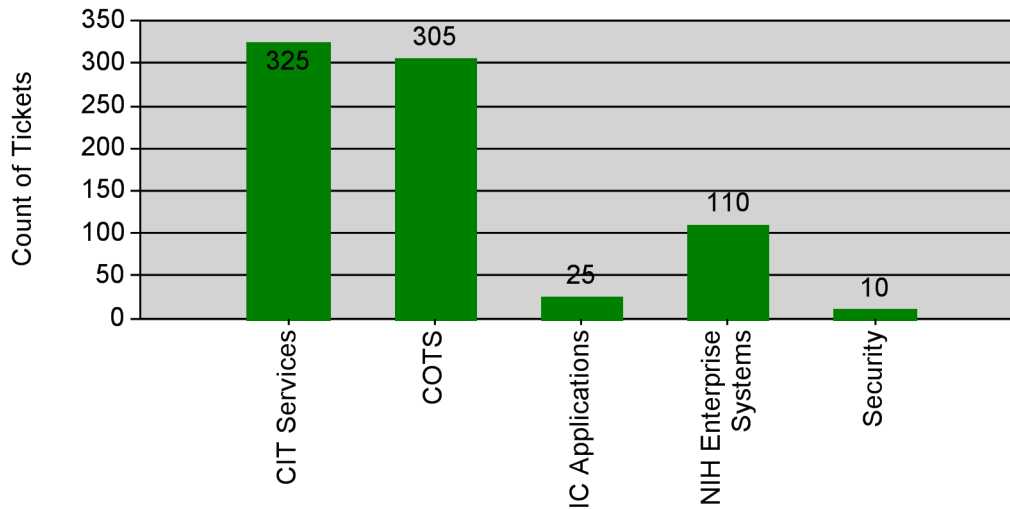
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Unix Support	20	
Video	2	
Wireless Services	13	
COTS		**305**
Application Support	160	
Hardware	145	
IC Applications		**25**
CC Clinical Applications	3	
CC Technical Operations	1	
Local LAN	17	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		**110**
ADB	11	
Capital HR Func App Suppt	1	
Capital HR Security	1	
eRA-Grants Management	1	
eRA-IMPAC II	1	
GovTrip User Call	1	
NBS-User Call	62	
NED	9	
NIH Data Warehouse	4	
NIH Services	12	
NVision	7	
Security		**10**
Security	10	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

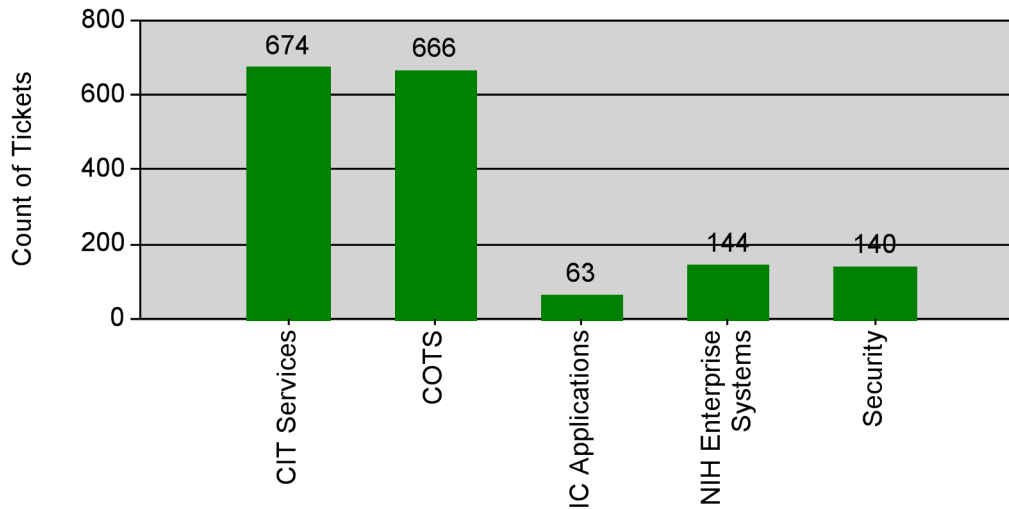| NHLBI		1687
CIT Services		**674**
Accounts	293	
Back Office Support	76	
CIT Categories	3	
CIT Categories Remedy	2	
Conference Room Support-Equipment Setup	22	
Conference Room Support-Monitor Conference	2	
Conference Room Support-Reserve	1	
Connectivity	49	
Email	95	
General Information	51	
Helix Support	1	
NIH Data Center	1	
NIHnet	12	
OS/390	2	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Telecommunications	27	
Unix Support	1	
Video	3	
Wireless Services	33	
COTS		**666**
Application Support	310	
Hardware	356	
IC Applications		**63**
CC Clinical Applications	11	
Local LAN	38	
Web Site Issue (non-CIT)	14	
NIH Enterprise Systems		**144**
ADB	13	
eRA-COMMONS	4	
eRA-DB	1	
eRA-External	2	
eRA-Grants Management	3	
eRA-IMPAC II	3	
eRA-Infrastructure	4	
eRA-Referral and Review	1	
eRA-Reporting	1	
GovTrip User Call	1	
ITAS	10	
NBS-User Call	72	
NED	15	
NIDB Ann/Reports	1	
NIH Data Warehouse	2	
NIH Services	8	
NVision	3	

IC Ticket Report with Category Summary

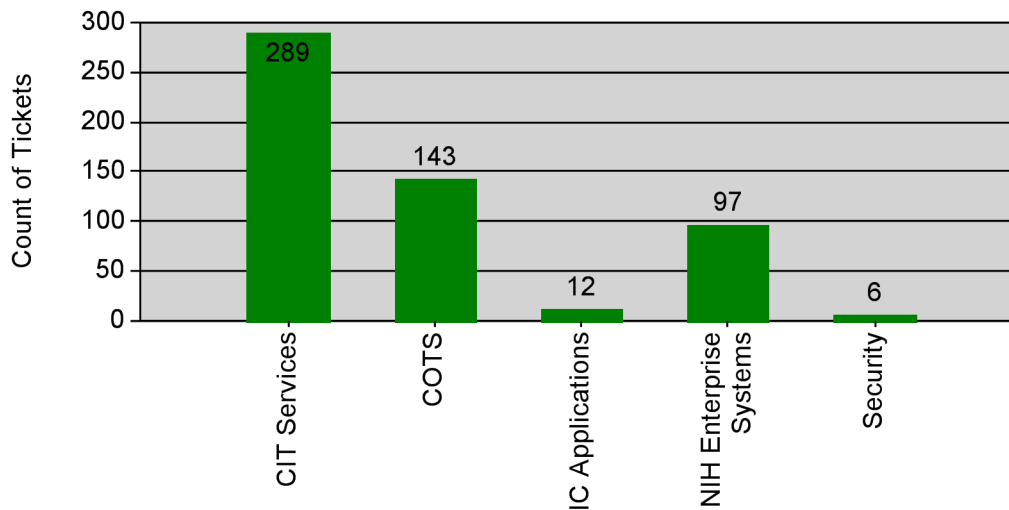For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Security	140
Anti Virus SW	2
Security	138

Tickets By Category Summary

NIA	547
CIT Services	**289**
Accounts	161
Back Office Support	26
CIT Categories	1
Conference Room Support-Equipment Setup	6
Conference Room Support-Reserve	1
Connectivity	15
Email	30
General Information	16
Helix Support	3
NIHnet	3
Telecommunications	6

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Training	1	
Video	5	
Wireless Services	15	
COTS		**143**
Application Support	51	
Hardware	92	
IC Applications		**12**
Local LAN	10	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		**97**
ADB	4	
eRA-IMPAC II	2	
eRA-Infrastructure	1	
eRA-Reporting	2	
ITAS	7	
NBS-User Call	64	
NED	8	
NIH Data Warehouse	2	
NIH Services	2	
NVision	5	
Security		**6**
Anti Virus SW	1	
Security	5	

IC Ticket Report with Category Summary
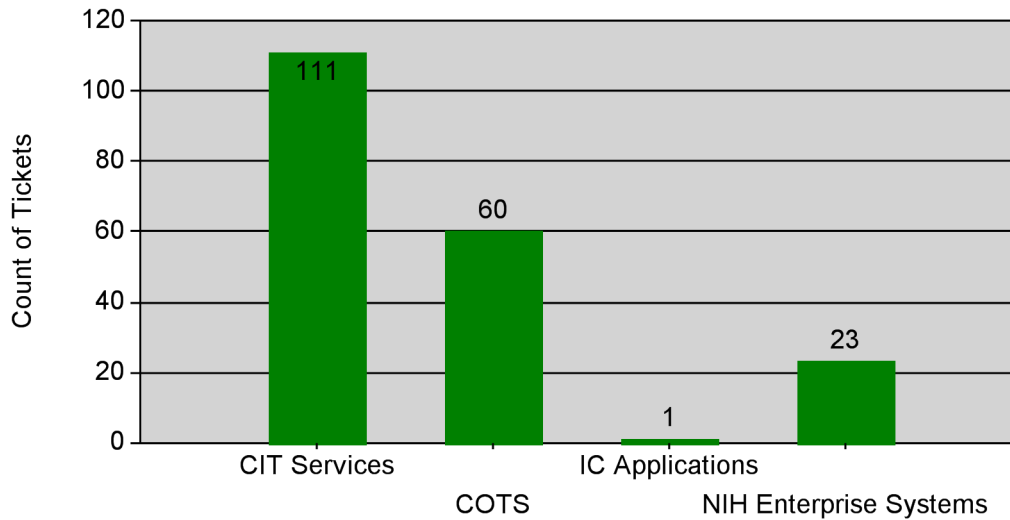
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIAAA		195
CIT Services		**111**
Accounts	52	
Back Office Support	5	
CIT Categories	2	
Conference Room Support-Equipment Setup	4	
Connectivity	1	
Email	10	
General Information	6	
NIHnet	12	
Telecommunications	1	
Video	5	
Wireless Services	13	
COTS		**60**
Application Support	23	
Hardware	37	

IC Ticket Report with Category Summary
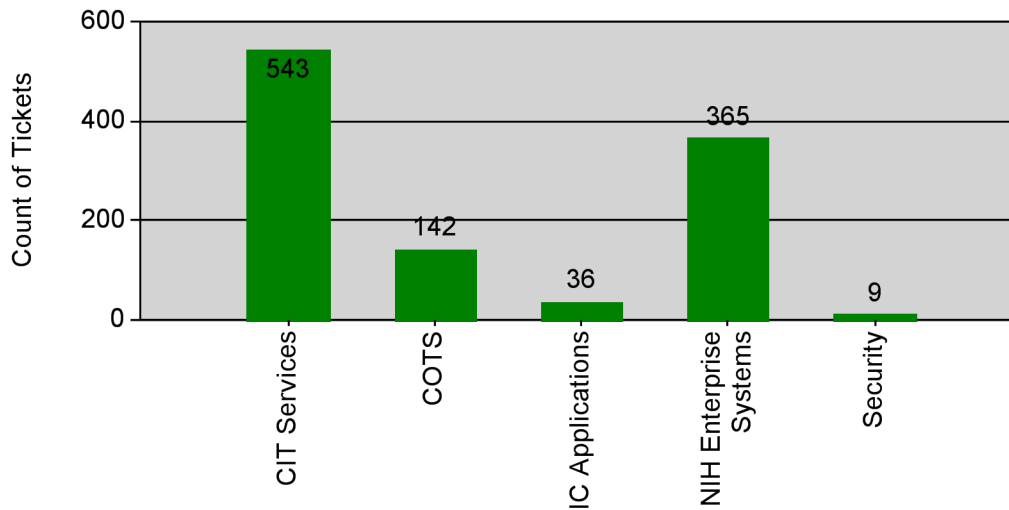
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

IC Applications		**1**
Local LAN	1	
NIH Enterprise Systems		**23**
ADB	3	
GovTrip User Call	1	
NBS-User Call	17	
NED	2	

Tickets By Category Summary

NIAID		**1095**
CIT Services		**543**
Accounts	268	
Back Office Support	36	
CIT Categories	5	
Conference Room Support-Equipment Setup	6	
Connectivity	10	
Email	50	
General Information	36	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Helix Support	2	
NIHnet	9	
Pubs	1	
Telecommunications	30	
Video	6	
Wireless Services	84	
COTS		**142**
Application Support	73	
Hardware	69	
IC Applications		**36**
CC Clinical Applications	8	
CC Clinical Applications-ATV	4	
CC Technical Operations	1	
Local LAN	18	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		**365**
ADB	26	
Capital HR Security	1	
eRA-COMMONS	3	
eRA-External	2	
eRA-Grants Management	3	
eRA-IMPAC II	1	
ITAS	19	
NBS-User Call	253	
NED	39	
NIDB Ann/Reports	1	
NIH Data Warehouse	5	
NIH Services	8	
NVision	4	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Security	9
Security	9

Tickets By Category Summary

NIAMS		484
CC Clinical Applications-CRIS Core (SCM)		**1**
CC Clinical Applications-CRIS Core (SCM)	1	
CIT Services		**220**
Accounts	104	
Back Office Support	24	
Conference Room Support-Equipment Setup	21	
Connectivity	14	
Email	23	
General Information	11	
Helix Support	1	
NIHnet	4	
Telecommunications	3	
Training	1	

IC Ticket Report with Category Summary

Snapshot Date: 10/1/2009 6:48:07 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.
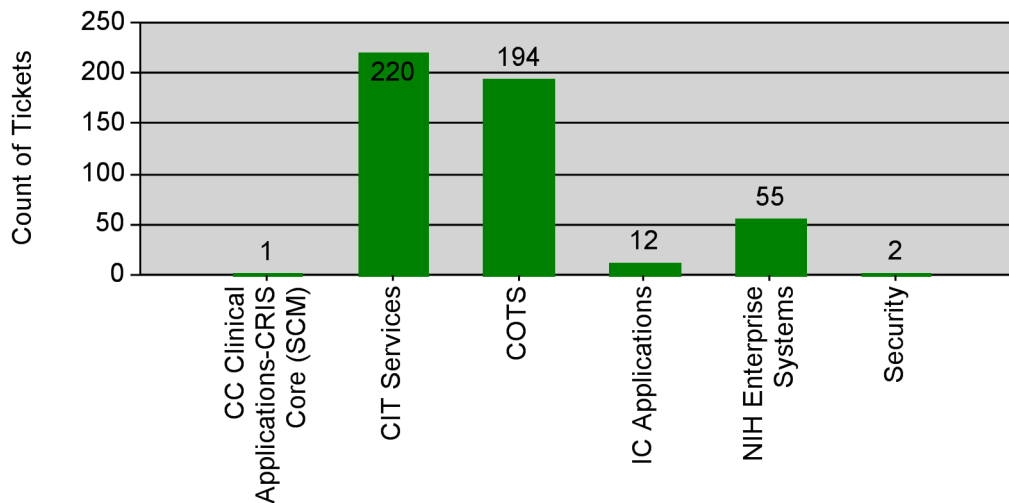
Video	2	
Wireless Services	12	
COTS		**194**
Application Support	107	
Hardware	87	
IC Applications		**12**
CC Clinical Applications	3	
CC Clinical Applications-ATV	1	
Local LAN	5	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		**55**
ADB	5	
Capital HR Security	1	
eRA-COMMONS	1	
eRA-Infrastructure	2	
ITAS	2	
NBS-User Call	30	
NED	5	
NIH Services	8	
NVision	1	
Security		**2**
Security	2	

IC Ticket Report with Category Summary
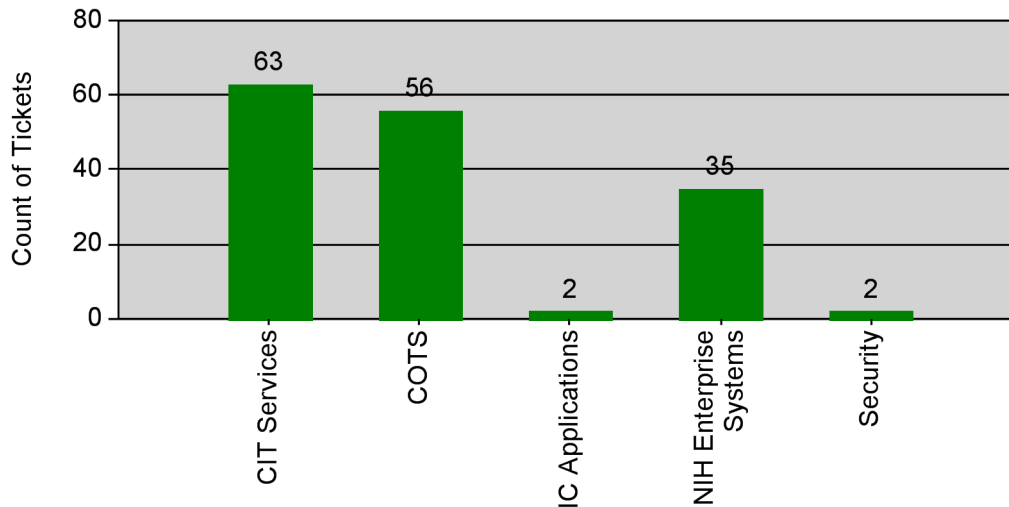
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIBIB		158
CIT Services		**63**
Accounts	27	
Back Office Support	10	
CIT Categories	1	
Conference Room Support-Equipment Setup	1	
Connectivity	3	
Email	16	
General Information	1	
NIHnet	1	
Telecommunications	1	
Wireless Services	2	
COTS		**56**
Application Support	23	
Hardware	33	
IC Applications		**2**
Web Site Issue (non-CIT)	2	

IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems	**35**
ADB	3
eRA-COMMONS	1
eRA-Grants Management	1
eRA-Infrastructure	2
NBS-User Call	24
NED	2
NIH Services	1
NVision	1
Security	**2**
Security	2

Tickets By Category Summary

NICHD	**759**
CIT Services	**422**
Accounts	267
Back Office Support	25
CIT Categories	4

IC Ticket Report with Category Summary
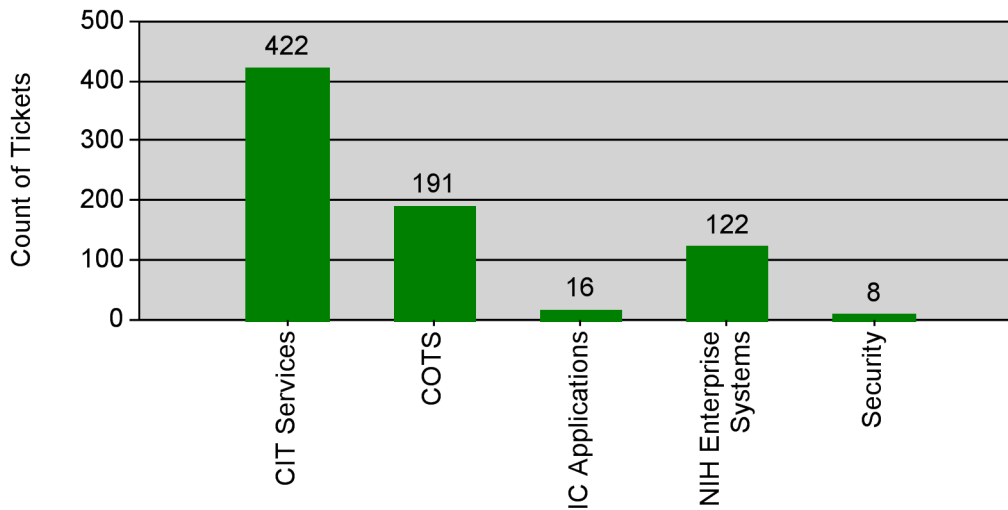
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Conference Room Support-Equipment Setup	7	
Connectivity	25	
Email	32	
General Information	12	
NIHnet	7	
OS/390	1	
Telecommunications	10	
Training	3	
Video	2	
Wireless Services	27	
COTS		**191**
Application Support	93	
Hardware	98	
IC Applications		**16**
CC Clinical Applications	2	
Local LAN	7	
Web Site Issue (non-CIT)	7	
NIH Enterprise Systems		**122**
ADB	13	
Capital HR Security	1	
eRA-COMMONS	2	
eRA-Grants Management	3	
eRA-IMPAC II	2	
eRA-Infrastructure	3	
ITAS	5	
NBS-User Call	68	
NED	19	
NIH Services	5	
NVision	1	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

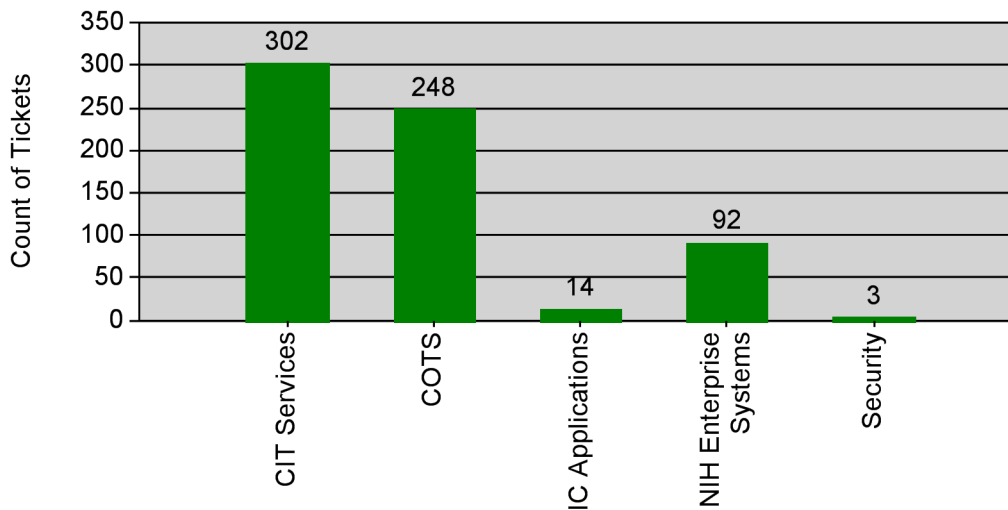| Security	8
Security	8

Tickets By Category Summary

NIDA		659
CIT Services		**302**
Accounts	138	
Back Office Support	18	
Conference Room Support-Equipment Setup	11	
Conference Room Support-Monitor Conference	1	
Connectivity	26	
Email	55	
General Information	18	
NIHnet	3	
Telecommunications	4	
Video	4	
Wireless Services	24	
COTS		**248**
Application Support	133	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

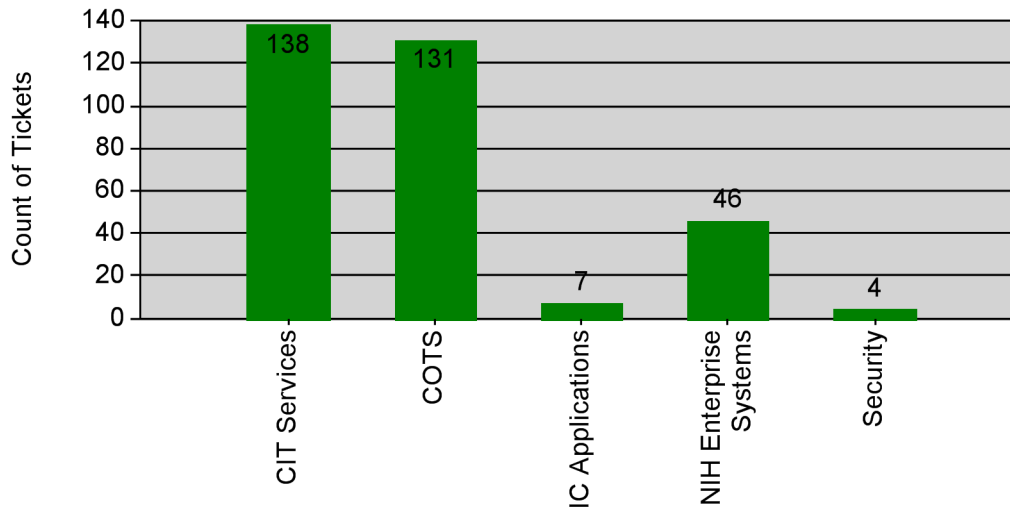|		
Hardware	115	
IC Applications		**14**
Local LAN	9	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		**92**
ADB	10	
eRA-COMMONS	3	
eRA-Grants Management	3	
eRA-IMPAC II	4	
eRA-Infrastructure	4	
eRA-Referral and Review	1	
eRA-Reporting	1	
NBS-User Call	55	
NED	5	
NIH Data Warehouse	2	
NIH Services	3	
NVision	1	
Security		**3**
Security	3	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

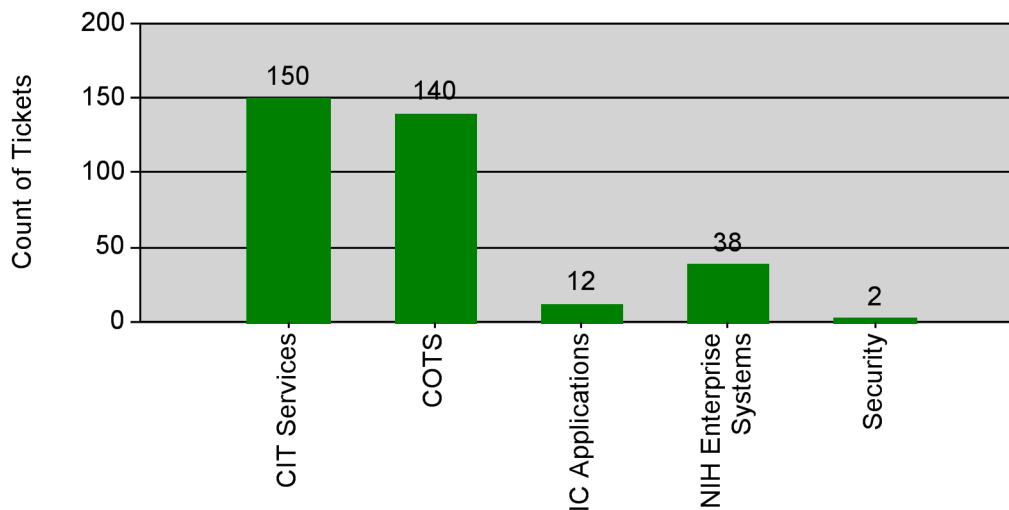| NIDCD		326
CIT Services		**138**
Accounts	59	
Back Office Support	11	
CIT Categories	5	
CIT Categories Remedy	2	
Connectivity	9	
Email	26	
General Information	9	
Telecommunications	6	
Video	5	
Wireless Services	6	
COTS		**131**
Application Support	69	
Hardware	62	
IC Applications		**7**
Local LAN	6	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	1
NIH Enterprise Systems	**46**
ADB	6
Capital HR User Error	1
eRA-Infrastructure	2
eRA-Referral and Review	1
ITAS	2
NBS-User Call	27
NED	3
NIH Data Warehouse	1
NIH Services	2
NVision	1
Security	**4**
Security	4

Tickets By Category Summary

Count of Tickets

Category	Count
CIT Services	150
COTS	140
IC Applications	12
NIH Enterprise Systems	38
Security	2

NIDCR	**342**
CIT Services	**150**
Accounts	80

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

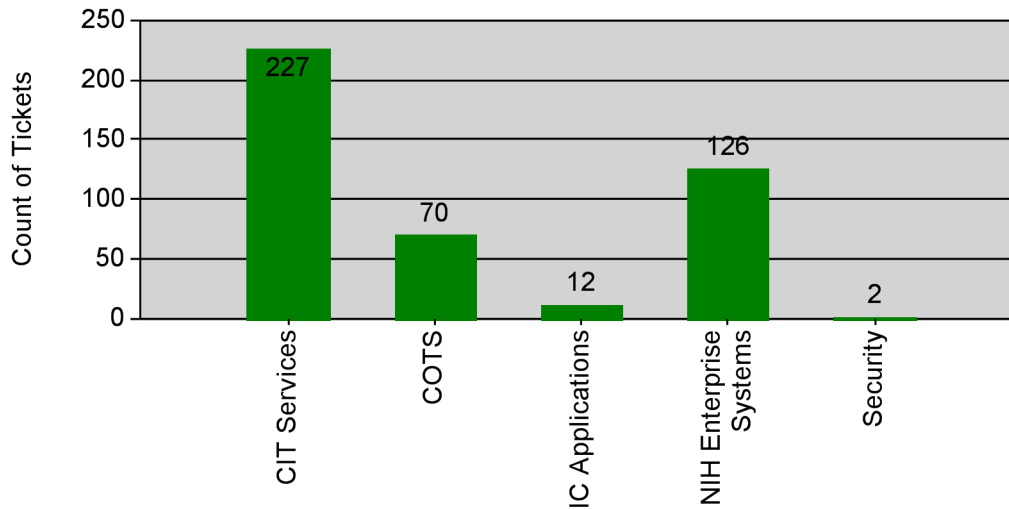|		
Back Office Support	6	
CIT Categories	2	
Conference Room Support-Equipment Setup	1	
Connectivity	5	
Email	19	
General Information	5	
NIHnet	5	
OS/390	1	
Telecommunications	8	
Video	3	
Wireless Services	15	
COTS		**140**
Application Support	82	
Hardware	58	
IC Applications		**12**
CC Clinical Applications	1	
CC Technical Operations	1	
Local LAN	8	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		**38**
ADB	4	
eRA-IMPAC II	1	
NBS-User Call	19	
NED	6	
NIH Services	7	
NVision	1	
Security		**2**
Security	2	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIDDK		437
CIT Services		**227**
Accounts	136	
Back Office Support	23	
CIT Categories	2	
CIT Categories Remedy	1	
Connectivity	12	
Email	19	
General Information	11	
Helix Support	1	
NIHnet	4	
Telecommunications	7	
Training	3	
Wireless Services	8	
COTS		**70**
Application Support	48	

IC Ticket Report with Category Summary
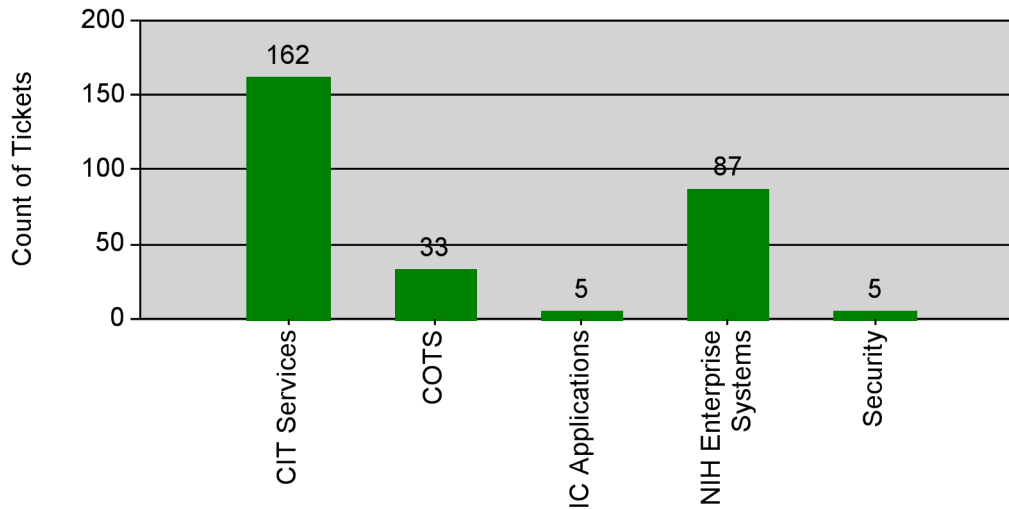
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	22	
IC Applications		**12**
CC Clinical Applications	2	
Local LAN	1	
Web Site Issue (non-CIT)	9	
NIH Enterprise Systems		**126**
ADB	12	
eRA-External	1	
eRA-Grants Management	2	
eRA-Infrastructure	1	
ITAS	5	
NBS-User Call	84	
NED	10	
NIH Data Warehouse	4	
NIH Services	4	
NVision	3	
Security		**2**
Security	2	

IC Ticket Report with Category Summary
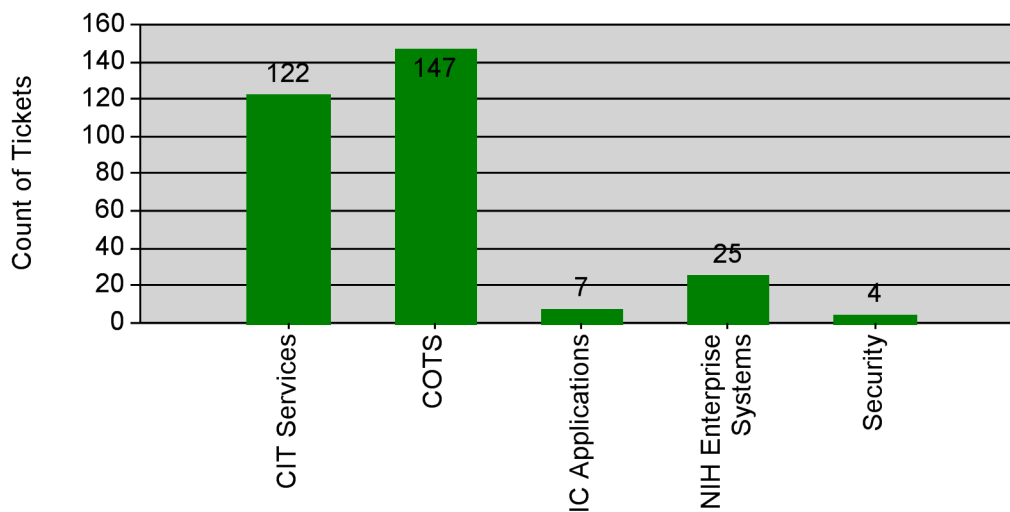
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIEHS		292
CIT Services		**162**
Accounts	117	
Back Office Support	9	
CIT Categories Remedy	2	
Connectivity	16	
Email	2	
General Information	7	
iSDP/Software Distribution	1	
NIHnet	1	
Wireless Services	7	
COTS		**33**
Application Support	14	
Hardware	19	
IC Applications		**5**
Local LAN	3	

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	2
NIH Enterprise Systems	**87**
Capital HR Security	1
eRA-DB	1
eRA-Grants Management	1
ITAS	1
NBS-User Call	64
NED	10
NIH Data Warehouse	3
NIH Services	2
NVision	4
Security	**5**
Security	5

Tickets By Category Summary

NIGMS	**305**
CIT Services	**122**
Accounts	56

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	13
CIT Categories	1
Conference Room Support-Equipment Setup	5
Connectivity	4
Email	13
General Information	12
NIHnet	3
Video	2
Wireless Services	13
COTS	**147**
Application Support	53
Hardware	94
IC Applications	**7**
Local LAN	4
Web Site Issue (non-CIT)	3
NIH Enterprise Systems	**25**
eRA-DB	1
eRA-External	1
eRA-Grants Management	2
eRA-IMPAC II	3
eRA-Infrastructure	2
ITAS	2
NBS-User Call	5
NED	4
NIH Data Warehouse	1
NIH Services	1
NVision	3
Security	**4**
Security	4

IC Ticket Report with Category Summary
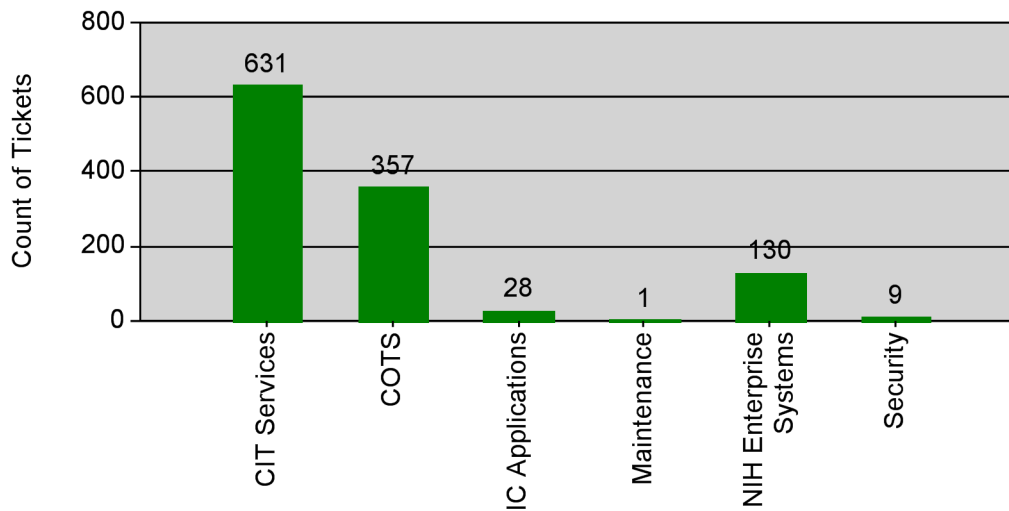
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIMH		1156
CIT Services		**631**
Accounts	336	
Back Office Support	43	
CIT Categories	2	
Conference Room Support-Equipment Setup	12	
Connectivity	40	
Email	75	
General Information	27	
Helix Support	5	
NIHnet	18	
Telecommunications	18	
Training	7	
Video	4	
Wireless Services	44	
COTS		**357**
Application Support	175	

IC Ticket Report with Category Summary
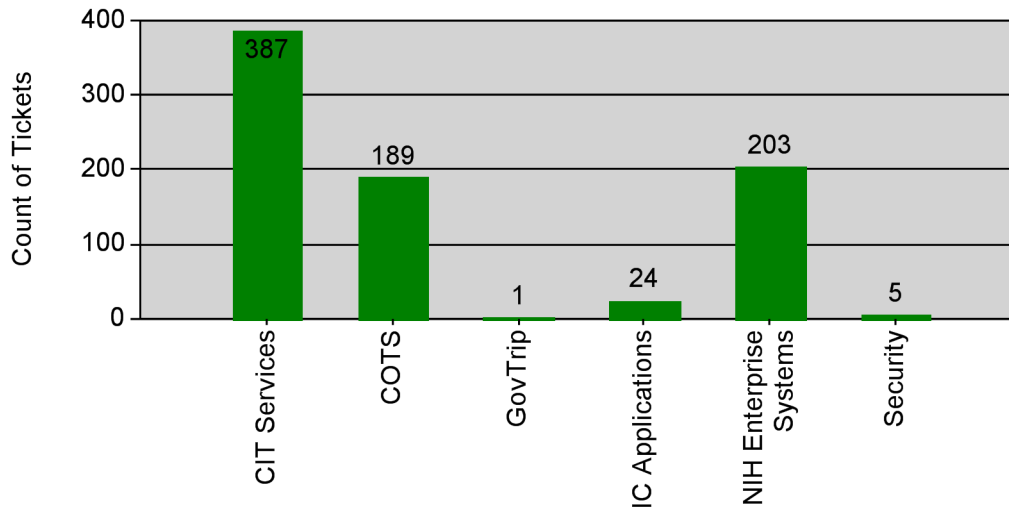
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	182	
IC Applications		**28**
CC Clinical Applications	3	
CC Clinical Applications-ATV	2	
Local LAN	16	
Web Site Issue (non-CIT)	7	
Maintenance		**1**
Maintenance	1	
NIH Enterprise Systems		**130**
ADB	9	
Capital HR Technical	1	
eRA-COMMONS	2	
eRA-External	1	
eRA-Grants Management	3	
eRA-IMPAC II	3	
eRA-Infrastructure	2	
eRA-Referral and Review	1	
ITAS	6	
NBS-User Call	72	
NED	21	
NIH Data Warehouse	1	
NIH Services	7	
NVision	1	
Security		**9**
Anti Virus SW	1	
Security	8	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NINDS	809
CIT Services	**387**
Accounts	230
Back Office Support	28
CIT Categories	1
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	2
Connectivity	26
Email	44
General Information	16
Helix Support	1
NIHnet	8
Telecommunications	6
Training	1
Video	2
Wireless Services	21

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

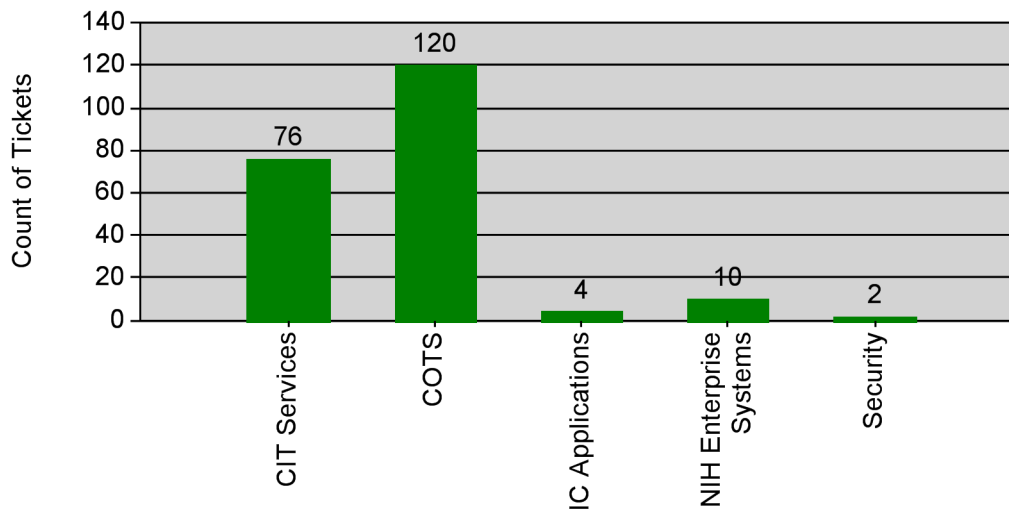Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

COTS		**189**
Application Support	92	
Hardware	97	
GovTrip		**1**
GovTrip	1	
IC Applications		**24**
CC Clinical Applications	4	
Local LAN	15	
Web Site Issue (non-CIT)	5	
NIH Enterprise Systems		**203**
ADB	8	
Capital HR Non-App Specific	1	
Capital HR Security	2	
Capital HR Technical	1	
eRA-COMMONS	1	
eRA-Grants Management	1	
eRA-IMPAC II	2	
eRA-Infrastructure	1	
eRA-Partnership Issues	1	
eRA-Referral and Review	1	
eRA-Reporting	1	
eRA-Software BA	2	
GovTrip User Call	73	
ITAS	7	
NBS-User Call	52	
NED	39	
NIH Data Warehouse	1	
NIH Services	8	
NVision	1	

IC Ticket Report with Category Summary

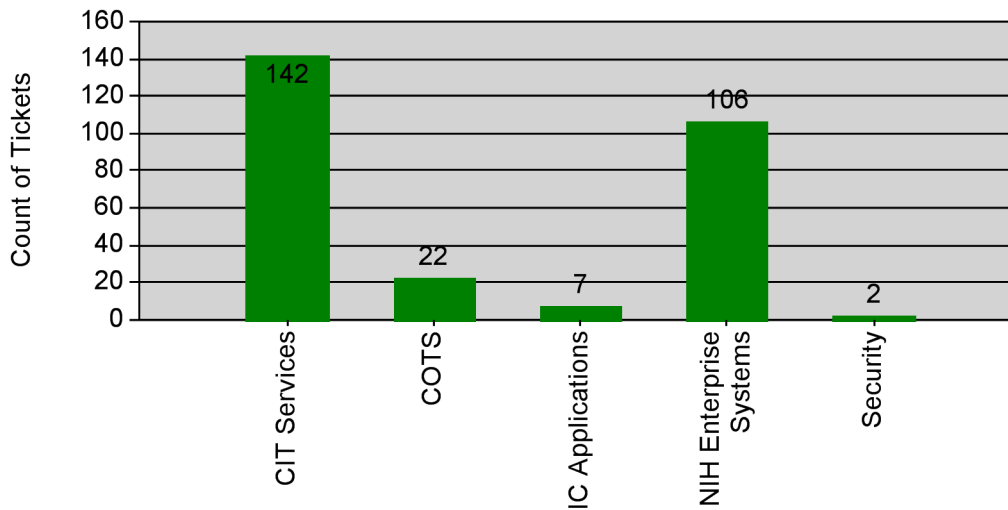For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Security	5
Anti Virus SW	1
Security	4

Tickets By Category Summary

Category	Count of Tickets
CIT Services	76
COTS	120
IC Applications	4
NIH Enterprise Systems	10
Security	2

NINR	212
CIT Services	**76**
Accounts	24
Back Office Support	12
Connectivity	3
Email	27
General Information	1
Telecommunications	1
Video	1
Wireless Services	7
COTS	**120**
Application Support	45
Hardware	75

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

IC Applications	**4**
Local LAN	3
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	**10**
ADB	1
eRA-COMMONS	1
eRA-External	1
eRA-Infrastructure	1
ITAS	1
NBS-User Call	3
NIH Data Warehouse	1
NVision	1
Security	**2**
Security	2

Tickets By Category Summary

Chart: Count of Tickets by category

- CIT Services: 142
- COTS: 22
- IC Applications: 7
- NIH Enterprise Systems: 106
- Security: 2

NLM	**279**
CIT Services	**142**
Accounts	95

IC Ticket Report with Category Summary
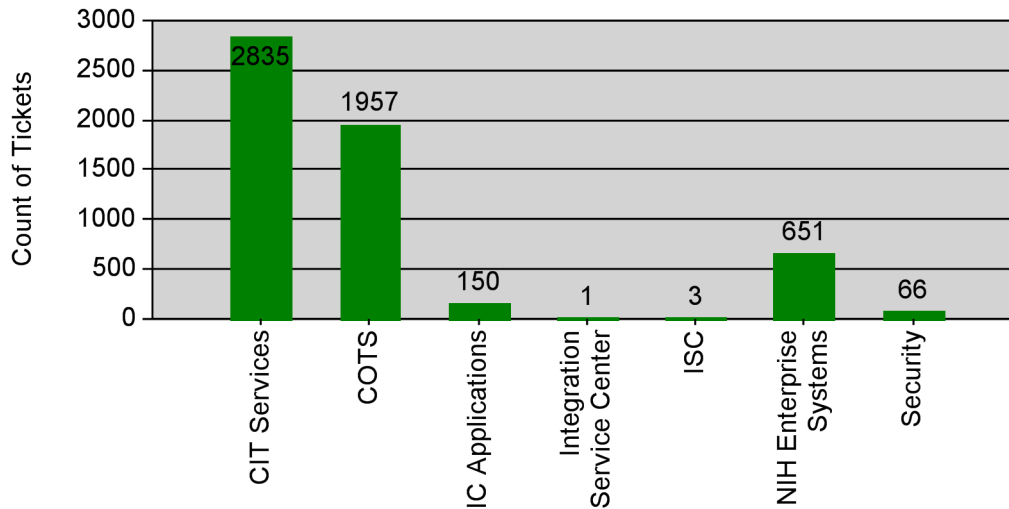
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	10	
CIT Categories	3	
Connectivity	2	
Email	11	
General Information	8	
Helix Support	1	
NIHnet	1	
Telecommunications	2	
Video	2	
Wireless Services	7	
COTS		**22**
Application Support	16	
Hardware	6	
IC Applications		**7**
CC Technical Operations	1	
Local LAN	4	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		**106**
ADB	5	
Capital HR Security	1	
eRA-Grants Management	1	
eRA-IMPAC II	1	
ITAS	4	
NBS-User Call	70	
NED	14	
NIH Data Warehouse	2	
NIH Services	1	
NVision	7	
Security		**2**
Security	2	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

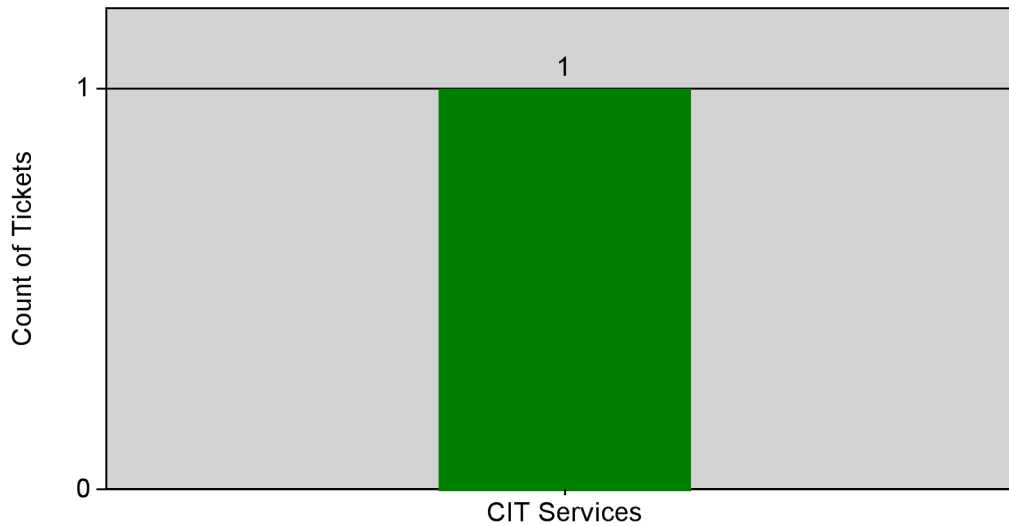| OD	5663
CIT Services	**2835**
Accounts	1180
ASR	1
Back Office Support	409
CIT Categories	14
CIT Categories Remedy	5
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	40
Conference Room Support-Monitor Conference	1
Connectivity	151
Email	541
General Information	152
Helix Support	1
iSDP/Software Distribution	2
NIH Cabling Infrastructure-Cabling	1

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

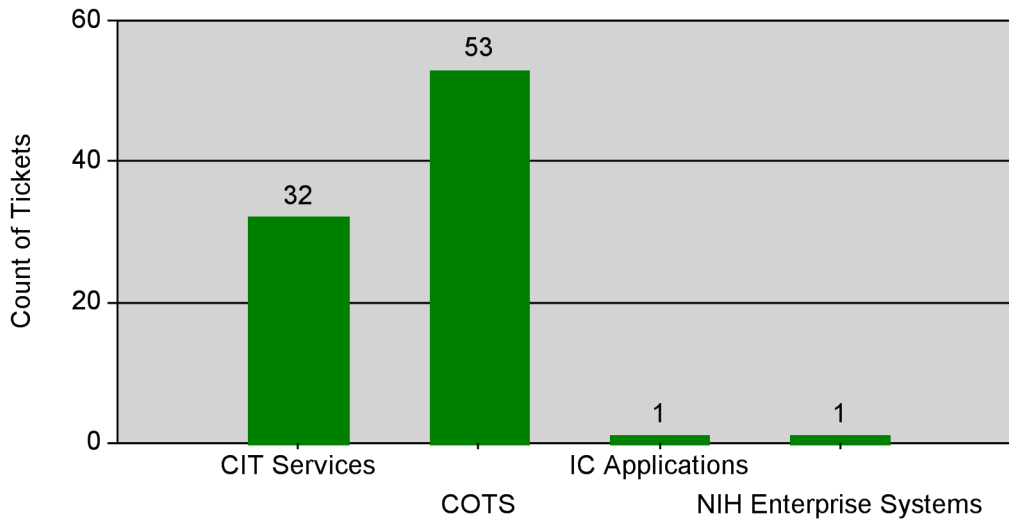|		
NIHnet	27	
OS/390	3	
Telecommunications	126	
Training	10	
Video	29	
Wireless Services	141	
COTS		**1957**
Application Support	929	
Hardware	1028	
IC Applications		**150**
CC Technical Operations	1	
E-Grants	2	
Local LAN	83	
OIT Categories	1	
Web Site Issue (non-CIT)	63	
Integration Service Center		**1**
Integration Service Center	1	
ISC		**3**
ISC	3	
NIH Enterprise Systems		**651**
ADB	36	
Capital HR Change Management	1	
Capital HR Func App Suppt	1	
Capital HR Non-App Specific	1	
Capital HR Security	4	
Capital HR Workflow/Worklist	1	
eRA-COMMONS	8	
eRA-DB	1	
eRA-External	1	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

eRA-Grants Management	4	
eRA-IMPAC II	17	
eRA-Infrastructure	3	
eRA-Referral and Review	4	
eRA-Reporting	1	
GovTrip User Call	51	
ITAS	33	
NBS-User Call	326	
NED	90	
NIH Data Warehouse	14	
NIH Services	40	
NVision	14	
Security		**66**
Anti Virus SW	2	
Security	64	

IC Ticket Report with Category Summary
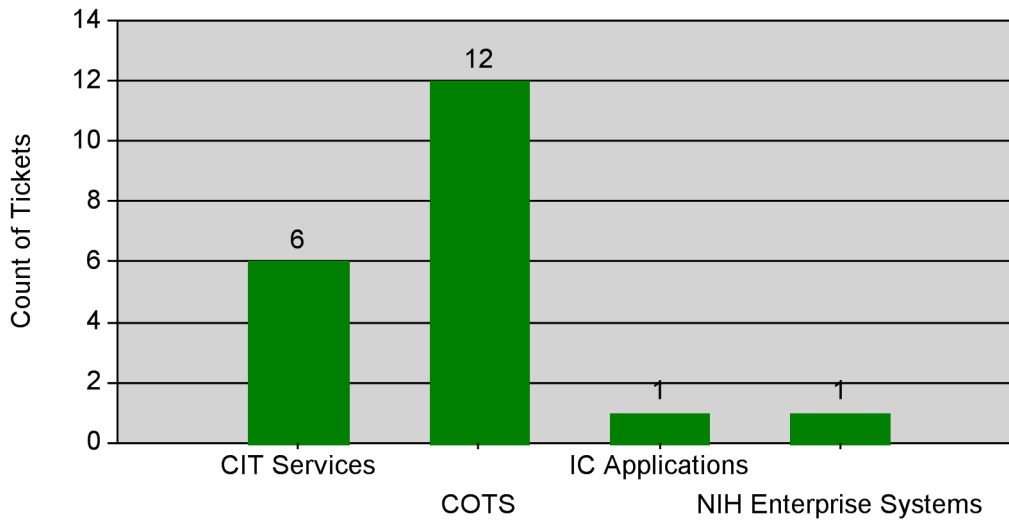
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OEOCR	1
CIT Services	**1**
Accounts	1

IC Ticket Report with Category Summary
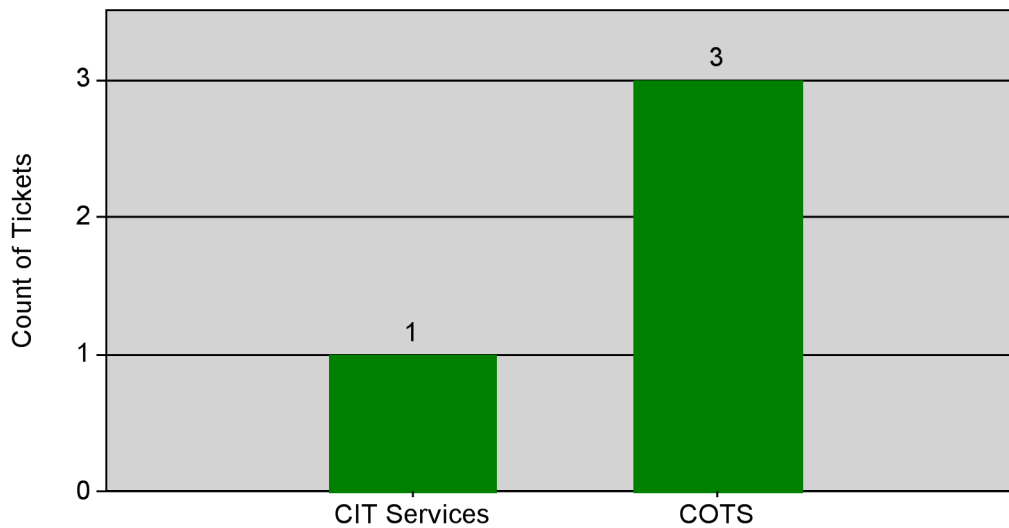
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OFAM		87
CIT Services		**32**
Accounts	11	
Back Office Support	8	
Connectivity	2	
Email	5	
General Information	3	
Telecommunications	2	
Training	1	
COTS		**53**
Application Support	21	
Hardware	32	
IC Applications		**1**
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		**1**
GovTrip User Call	1	

IC Ticket Report with Category Summary
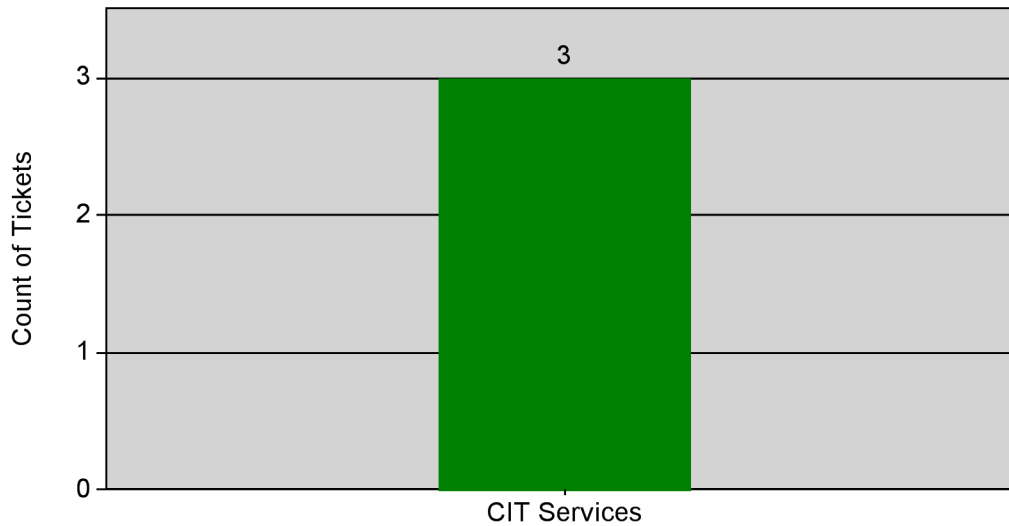
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OFM		**20**
CIT Services		**6**
Accounts	3	
Back Office Support	1	
Email	2	
COTS		**12**
Application Support	7	
Hardware	5	
IC Applications		**1**
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		**1**
ITAS	1	

IC Ticket Report with Category Summary
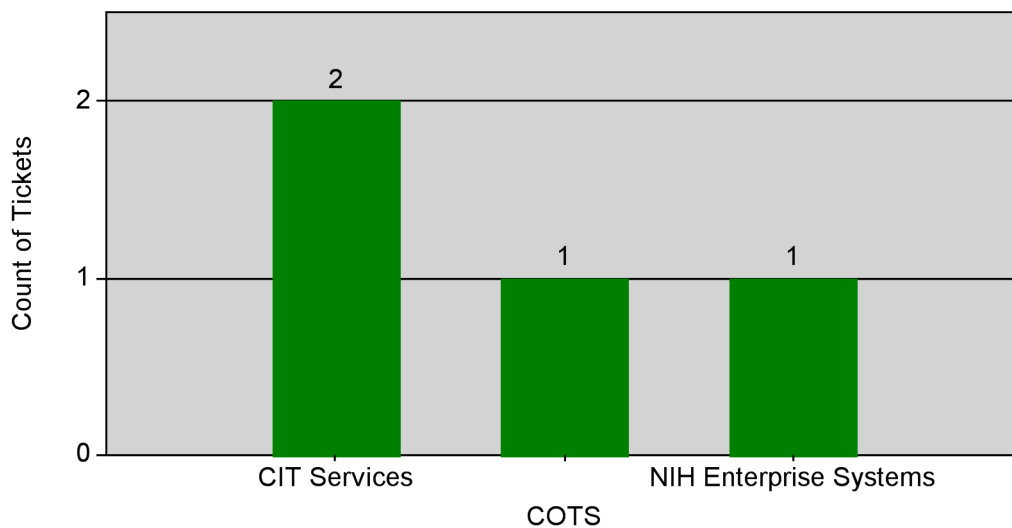
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OHIT		4
CIT Services		**1**
Telecommunications	1	
COTS		**3**
Application Support	2	
Hardware	1	

IC Ticket Report with Category Summary
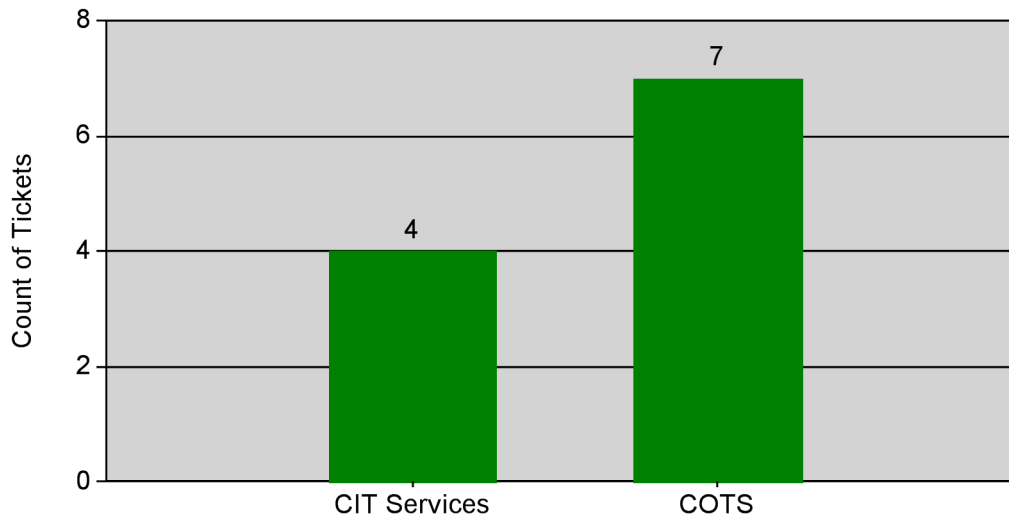
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OIHA	3
CIT Services	**3**
Back Office Support	1
Email	1
Wireless Services	1

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

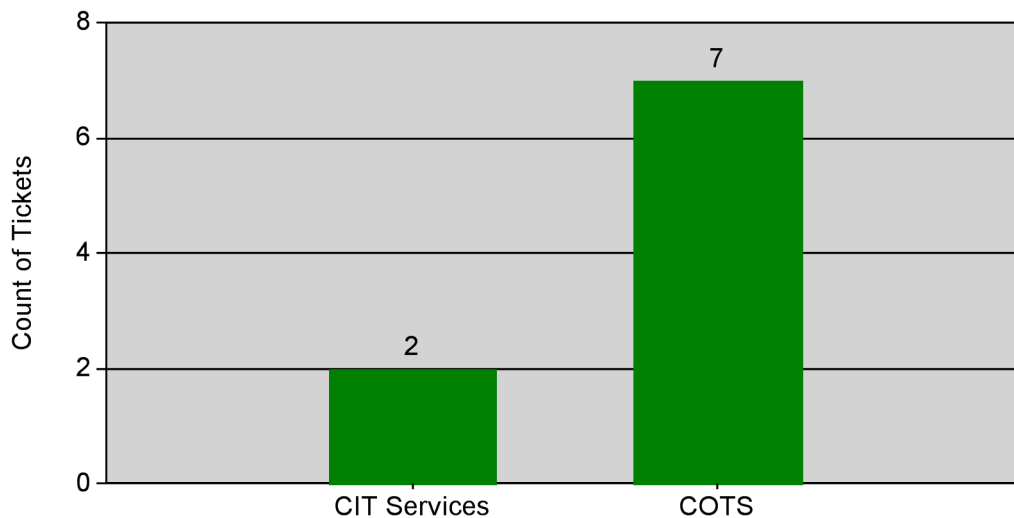| OL		4
CIT Services		**2**
Accounts	1	
General Information	1	
COTS		**1**
Hardware	1	
NIH Enterprise Systems		**1**
ITAS	1	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OM		11
CIT Services		**4**
Accounts	2	
Connectivity	1	
Email	1	
COTS		**7**
Application Support	3	
Hardware	4	

IC Ticket Report with Category Summary
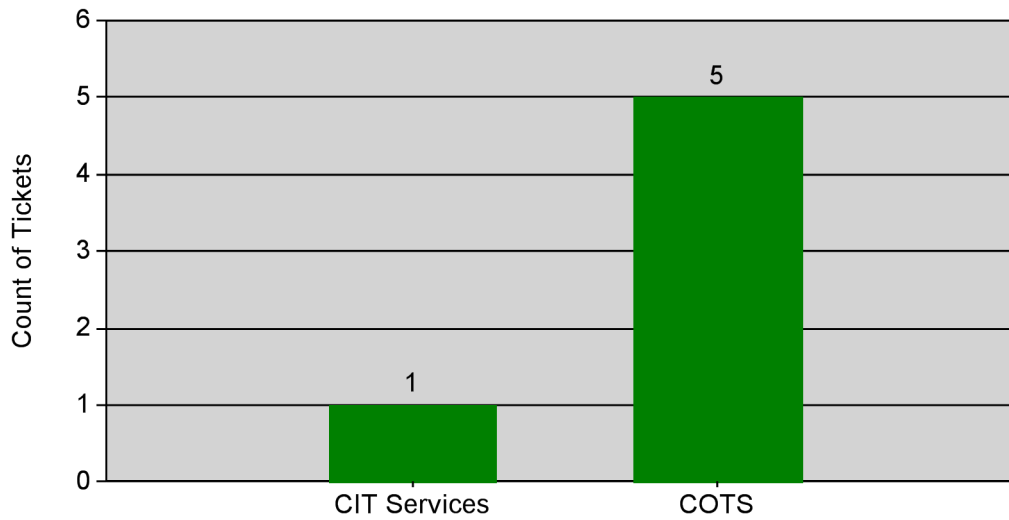
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OMH		9
CIT Services		**2**
Accounts	2	
COTS		**7**
Application Support	3	
Hardware	4	

IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

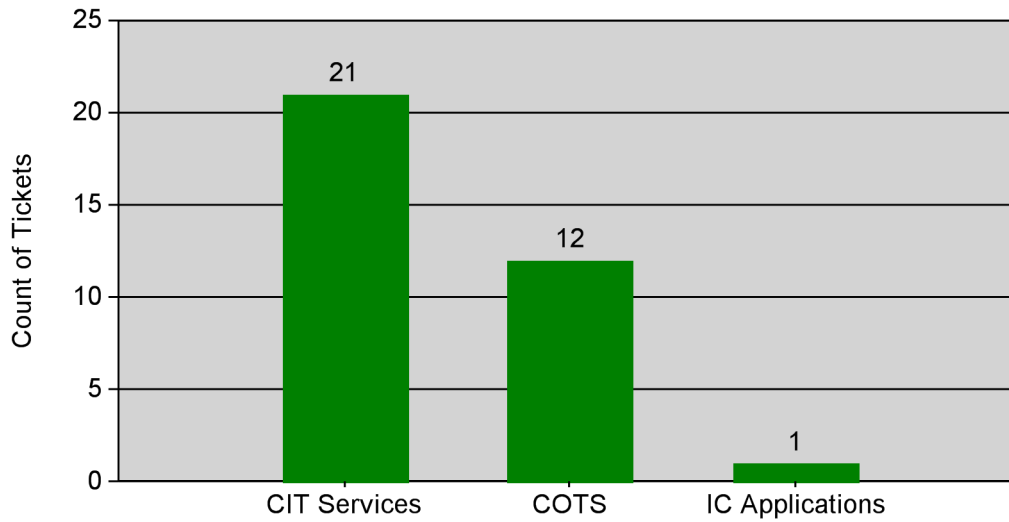| OPE		6
CIT Services		**1**
General Information	1	
COTS		**5**
Application Support	3	
Hardware	2	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OPR		**34**
CIT Services		**21**
Accounts	15	
Email	3	
General Information	3	
COTS		**12**
Application Support	7	
Hardware	5	
IC Applications		**1**
Local LAN	1	

IC Ticket Report with Category Summary

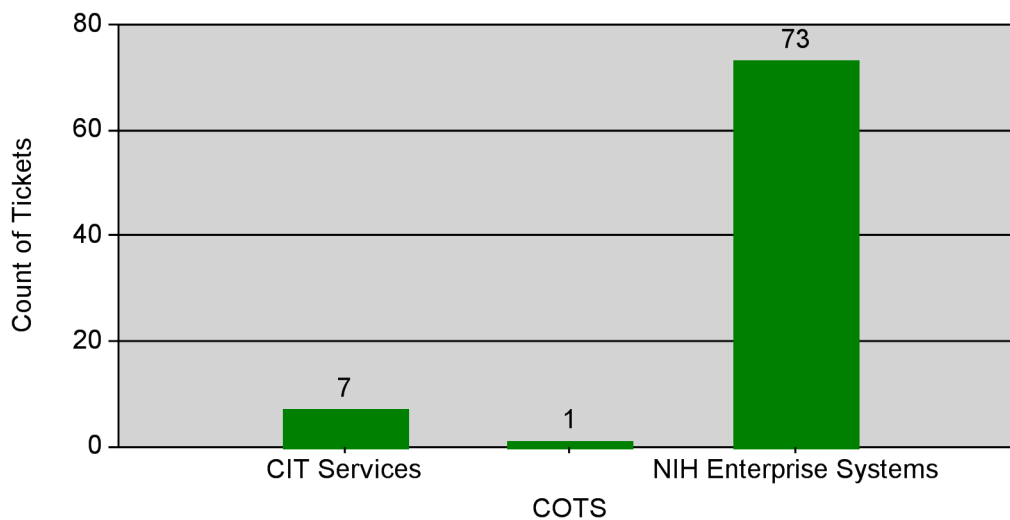For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

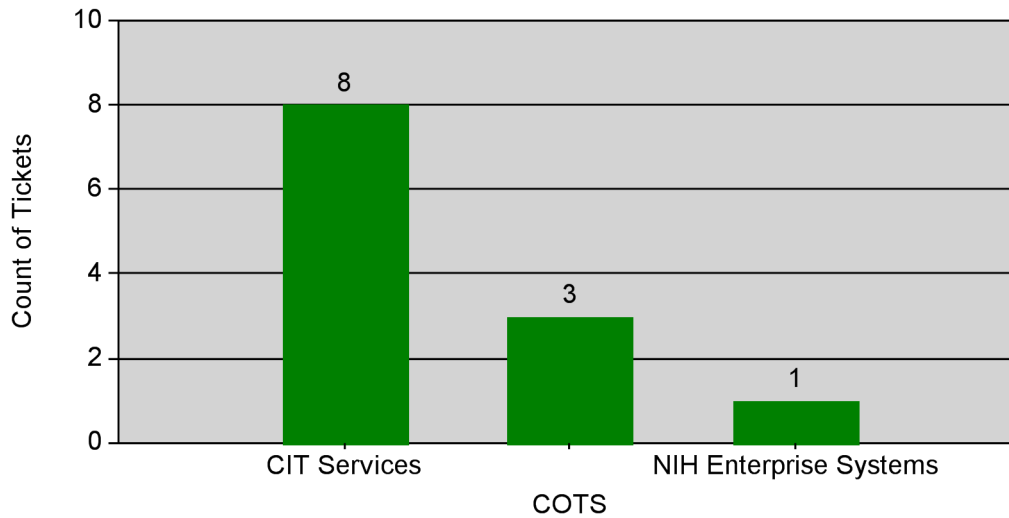| ORA		81
CIT Services		**7**
Accounts	5	
General Information	1	
Training	1	
COTS		**1**
Application Support	1	
NIH Enterprise Systems		**73**
ITAS	73	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

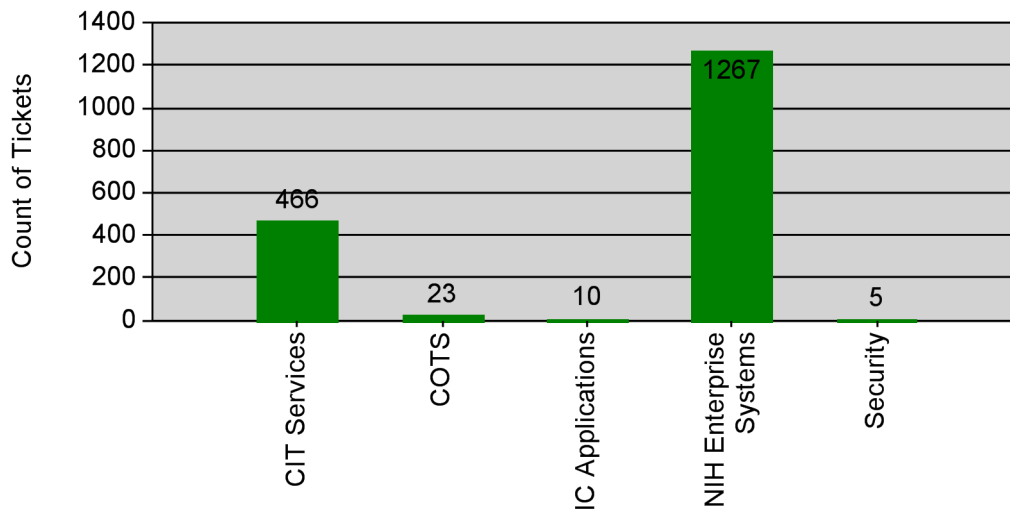| ORHP		**12**
CIT Services		**8**
Accounts	1	
CIT Categories	1	
Connectivity	1	
Email	2	
General Information	2	
Training	1	
COTS		**3**
Application Support	1	
Hardware	2	
NIH Enterprise Systems		**1**
GovTrip User Call	1	

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Snapshot Date: 10/1/2009 6:48:07 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OTHER	1771
CIT Services	**466**

Accounts	146
Back Office Support	2
CIT Categories	112
Conference Room Support-Equipment Setup	2
Connectivity	8
Email	16
General Information	125
Helix Support	1
NIHnet	1
OS/390	10
Pubs	1
Telecommunications	20
Training	4
Video	15

IC Ticket Report with Category Summary

For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Wireless Services	3	
COTS		**23**
Application Support	17	
Hardware	6	
IC Applications		**10**
CC Clinical Applications	2	
CC Technical Operations	1	
Web Site Issue (non-CIT)	7	
NIH Enterprise Systems		**1267**
Capital HR Non-App Specific	1	
Capital HR Technical	1	
eRA-COMMONS	573	
eRA-DB	1	
eRA-External	544	
eRA-Grants Management	37	
eRA-IMPAC II	5	
eRA-Partnership Issues	4	
eRA-Referral and Review	85	
eRA-Reporting	1	
eRA-UAT	1	
ITAS	2	
NBS-User Call	2	
NED	6	
NIH Services	4	
Security		**5**
NIHnet-Network Security	1	
Security	4	

IC Ticket Report with Category Summary
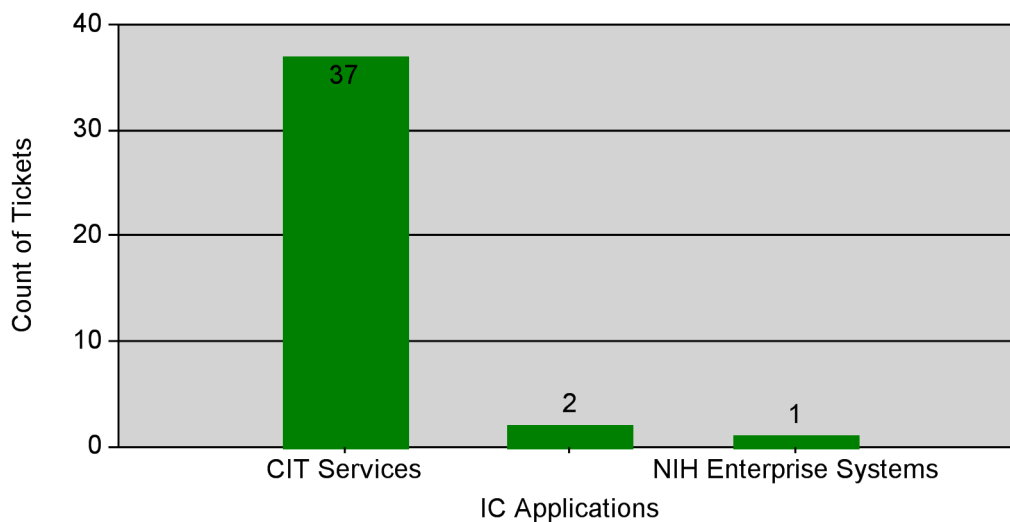
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday,
September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

Region		40
CIT Services		**37**
Accounts	25	
Back Office Support	2	
Connectivity	1	
Email	7	
Training	2	
IC Applications		**2**
Local LAN	1	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		**1**
ITAS	1	

IC Ticket Report with Category Summary

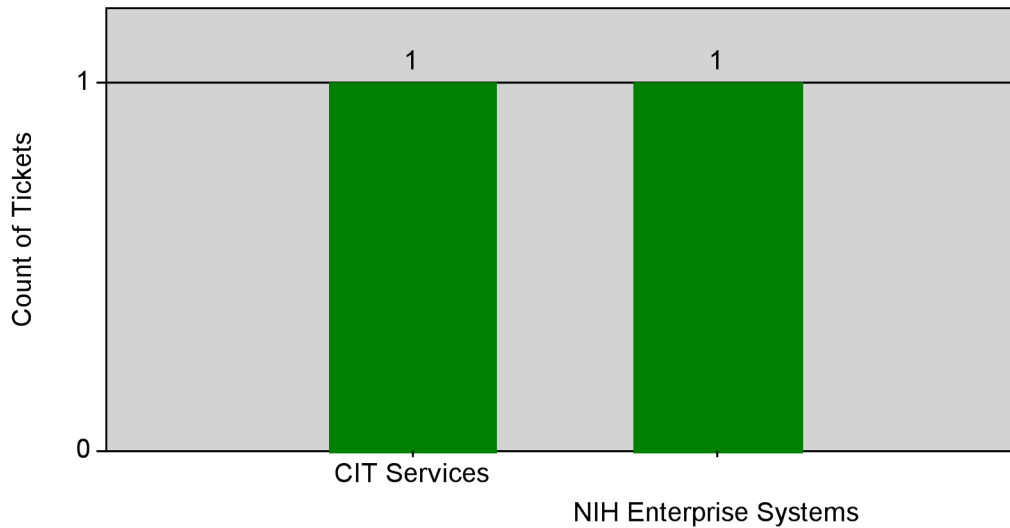For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

VA		2
CIT Services		**1**
General Information	1	
NIH Enterprise Systems		**1**
eRA-Infrastructure	1	